



Career Opportunity:
Case Coordinator
(Full Time)

Interval House

Established in 1973, Interval House is Canada's first shelter for women and children experiencing abuse. We are trailblazers in the campaign for women's empowerment and independence and we provide innovative, specialized, and transformative services that help to break the cycle of intimate partner violence.

Want to know more about Interval House? See www.intervalhouse.ca

Join us and be a part of our team:

Are you passionate about delivering superior services and care to clients? Are you knowledgeable of issues affecting women and children who have experienced intimate partner violence? Do you value organized and structured case management and a formal client support process? Are you results focused with an emphasis on quality and quantity standards with great attention to detail? Do you thrive in a diverse, supportive and change-positive team? Are you flexible with shift-based scheduling that ensures continuous service over days/evenings/weekends?

Then joining this team may be your best move yet.

The Residential Program team is a group of caring, dedicated staff that provides programs and services that include a 30-bed shelter service, a 24-Hour Crisis Line, a Women's Program, a Children's Program.

Job Summary:

As a **Case Coordinator** you will utilize your planning, implementation, case management and problem-solving skills to provide professional assistance and support to the women in the shelter to meet their short- and long-term needs. You will provide services that enable the women to overcome their trauma and barriers to re-build their lives.

Duties and Responsibilities:

- Implement all tasks associated with the 24-hour Crisis and Information line
- Conduct client's admission and discharge
- Schedule appointments with individual client to develop and implement case plans
- Follow-through to ensure accomplishment of case plans
- Document relevant information and compile statistical analysis and monthly reports
- Perform building security check
- Respond to emergency situations as necessary
- Perform mandatory shelter operation tasks

Job Requirements & Competencies:

- Relevant education and/or related experience in programs for intimate partner violence
- At least 2 years' direct service experience working with women experiencing intimate partner violence
- Excellent skills and experience in case management-based planning, implementation and assessment
- Thorough knowledge and understanding of the stages of change counselling model
- Experience related to crisis intervention
- Counselling/advocacy and facilitation skills for individuals and groups
- Excellent documentation skills and records management
- Experience using Microsoft Word, Outlook, Excel, Access and Power Point and ability to use database
- Consistent ability to demonstrate respect for boundaries and professional behavior in delivery of services
- Ability to communicate verbal and written information formally, accurately and clearly

- Ability to develop reliable work relationships within a diverse work environment
 - Demonstrated ability to positively accept and respond to feedback
 - Must be flexible with workdays and/or hours and changes
 - Ability to manage conflicts
 - Capable of managing own emotional difficulties
 - Light to moderate lifting, climbing stairs etc.
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You will benefit from:

- Competitive compensation
- Group Insurance benefits
- Growth and learning opportunities
- Work/Life balance
- Working with a supportive, fun loving team

Please submit your cover letter and resume to:

Attention: Human Resources Subject line: **Case Coordinator**

Email: personnel@intervalhouse.ca

Good to Know

We thank all applicants. Please note, only applicants who meet the requirements will be contacted.

Must be legally eligible to work in Canada.

Must be open to receive Covid-19 vaccination.

All successful applicants must agree to undergo a police vulnerable sector check.

Interval demonstrates its commitment to equity, diversity and inclusion, respect in the workplace and does not condone any form of discrimination and workplace violence.