

Courage

Compassion

Connection

Commitment

E4C, one of Edmonton's oldest and most respected social service agencies, is seeking an enthusiastic individual eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people and our community.

### **Job Title: Case Worker, Crossroads Downtown**

**Job Purpose:** Crossroads Downtown offers transitional housing to adults experiencing sexual exploitation and homelessness. As a member of the Crossroads Downtown team, your primary responsibilities will be providing effective team collaboration, conducting admissions; performing needs assessments; developing and reviewing an individualized service plan with each resident; group facilitation; coordination, advocacy and other activities using a person-centered model to assist individuals in obtaining and sustaining permanent community accommodation.

### **Duties and Responsibilities**

#### **Service Delivery / Case Management**

- To provide direct care to residential clients through crisis intervention; counseling and support; advocacy and referral.
- To deliver programming in either a group setting or one on one (where appropriate) to include but not limited to: life skills; health; mental health; addiction; relationship dynamics; employability skills and development of positive social and family connections.
- To assess and monitor client cases in a comprehensive and collaborative team approach through intake assessment, service planning, review and case conferencing (where applicable), reviewing client case documentation, communication with program staff and relevant parties.
- To identify barriers to securing independent housing and offering support in overcoming these barriers.
- To maintain a safe and healthy living environment through supervision and coaching of housekeeping, meals, and inventory; mediating disputes and encouraging cooperation; educating residents on health, safety and personal security.

#### **Support and Referral**

- To respond to requests for service through screening, assessment and communication of information and referral to resources.
- To work in collaboration with other E4C programs and partner agencies to provide a continuum of services.
- To provide on going support and follow-up to individuals once they have transitioned into the community through various life skills coaching.

## **Administration**

- Maintain thorough case documentation.
- Develop educational materials to meet clients' needs, as required.
- Adhere to and implement the Crossroads Policy and Procedures and E4C Human Resource Policy and Procedures Manuals.
- Other duties, as required by the Program Manager.

## **Qualifications**

Preferred:

- Bachelor level degree in human services and / or 4 years of related experience.
- Experience in group facilitation.
- Belief in each clients' ability to make positive changes and the ability to develop positive relationships with clients from all backgrounds.
- Strong interpersonal, communication, teamwork, leadership and organizational skills; non-judgmental, empathetic, flexible and the ability to work with initiative and independence.
- Class 5 Driver's License with a good driving record, use of personal vehicle and the operation of a company vehicle is required.
- Security Clearance and Child and Youth Intervention Module Check required.
- Standard First Aid and CPR and Suicide Intervention certifications required.
- Knowledge of sexual exploitation, abuse, addictions, mental health, homelessness, inner city, and aboriginal issues.
- Aptitude and skill in computer use and database entry.

## **Working Conditions**

Some shift work may be required however this position is primarily based on standard office hours. This position is required to be on an on-call rotation.

**Salary:** \$36,775 - \$41,390 per annum dependent upon experience, plus benefits and mileage

---

Apply with resume & references to:

Human Resources Manager & Program/Volunteer Coordinator

M. Luiza Coelho

E-mail: [hr@e4calberta.org](mailto:hr@e4calberta.org) Fax: 780.425.5911

9321 Jasper Avenue, Edmonton, Alberta T5H 3T7