



Case Coordinator, Kikinaw Women's Residence, YWCA Regina December 14, 2017

Hours of Work: 37.5 hours per week, including 2 afternoon/evening shifts per week and flexibility to occasionally shift hours to accommodate client need.

Length of Employment: One year term

Start Date: Jan 29, 2018

Open to: Internal and External applicants

The YWCA Regina exists to support and empower women, children and youth in addressing their diverse needs in the realization of their full potential, which benefits all. And further, it exists so that:

- Women, youth & children are safe, secure & free from abuse,
- Women, youth & children are empowered & supported in making healthy choices,
- Women, youth & children are making independent choices & are taking responsibility for their lives, &
- Women, youth & children work towards a better world for themselves & others.

Position Description

Under the supervision of the Manager, the Case Coordinator must be able to work in a fast-paced environment and has primary responsibility for the Parole Program and Teen Program, and a support role in the Permanent Supportive Housing and Emergency Transitional Housing programs. The Case Coordinator will work cooperatively with the Residence Coordinator and other program staff to create a positive communal environment for all residents and will contribute to a healthy team culture amongst program staff that enhances collaboration, with a respectful approach to challenging issues.

Responsibilities:

Client Service:

The Case Coordinator will have primary responsibility for case planning and support for women in the Parole and Teen programs, with input from other program staff. Specifically she is responsible for:

- All steps in the case management process for women on day parole as outlined in the CSC contract, including but not limited to recruitment/screening of offenders, Action Plans, regular reporting, regular assessment of appropriate level for each offender, monitoring restrictions compliance of offenders, regular communication with Parole Officers, departure planning and processing;
- All aspects of the case management process for girls in the teen program, including initial screening of applicants, case planning in cooperation with MSS Worker, monitoring compliance with restrictions, regular communication with MSS Workers, and quarterly reporting submitted to Manager;

- Daily contact with women/girls in both programs, utilizing client led, strength focused counselling methods, and offering practical support (rides, life skills modeling, warm referrals, etc) where needed to facilitate positive change and move the case plan forward;
- Support for women in the Permanent and Emergency Supportive Housing programs as needed in cooperation with Residence Coordinator, operating from a Housing First and Harm Reduction philosophy;
- Employ creative problem solving to resolve conflicts between Residents and foster a positive community within the Residence.

Administration and Accountability:

The Case Coordinator will work in partnership with the Residence Coordinator to ensure programs operate efficiently and effectively, maintaining high quality service and positive reputation of the programs in the community;

- Maintain documentation as outlined in Residence policy/procedure manual;
- Submit reports monthly to Parole Office and maintain records in OMS;
- Provide direction and assistance to reception and shelter staff during non-working hours in emergency situations related to women in the Parole and Teen programs;
- Regular communication with team members and Manager to ensure efficient and effective service delivery, including providing updates at weekly team meetings on open files and issues arising;
- Foster positive professional relationships with staff in agencies also serving our client base;
- Other duties that may arise in the operation of the Residence or the YWCA;
- Participate in training as outlined in the Housing Department training planned, with a focus on continuous improvement of skills.

Qualifications:

- Demonstrated experience working with women experiencing homelessness, addictions, mental health challenges, poverty, and other complex issues;
- Bachelor's degree in Social Work or other related human service field OR an equivalent combination of education and experience;
- Good organizational abilities;
- Strong crisis intervention, counselling, and case management skills;
- Cultural awareness, and respect for women of various backgrounds

To Apply: Submit cover letter and resume to Janet Tzupa at janett@ywcaregina.com or fax 306-525-2171 or drop off/mail to 1940 McIntyre Street, Regina, SK, S4P 2R3 by Jan 2, 2018. Only applicants selected for an interview will be contacted. No phone calls please.