

Case Manager with HomeFront

Trust, Respect, Creativity, Integrity, Commitment,

HomeFront is a leading agency in the area of coordinated community response to domestic violence in Canada. Our mission is to create a safer community for all, through the elimination of domestic violence in our city. HomeFront works in close collaboration with Calgary Police Service, Crown Prosecutors, Calgary Probation Officers, Children's Services, and various community resources to provide wrap around service to our clients. HomeFront clients represent a cross section of our cities population, and our services are open to all genders, ages, and the broadest definition of domestic relationships (intimate, parent/child, extended family etc.). HomeFront is committed to a culture based on Trust, Respect, Creativity, Integrity and Commitment in relation to how we work as a team, with our clients, with our partners.

We are currently looking for an exceptional individual to join our case management team who will bring a diverse skill set in client service and are interested in focusing those skills in the area of domestic violence intervention.

A successful candidate will be able to demonstrate a well-developed client work practice including rapport building and interview skills; a keen interest and foundational knowledge of domestic violence and the justice system; have excellent communication skills for over the phone client support and written case notes; proven ability to create key working relationships and advocate on behalf of clients; have the ability to create clear boundaries, model healthy relationships and self-care practices; ability to work under tight deadlines with efficiency and determination; superior organization and prioritization skills; ability to demonstrate skillful experience in crisis situations and safety planning; knowledge of Indigenous cultures, protocols, traditions and languages would be an asset.

Accountabilities & Responsibilities:

- Contact clients via phone to from initial call to introduce program supports through to ending of the client relationship.
- Complete intakes with clients: exploring abuse history, risk factors and provide recommendations to agency partners to aid the current justice process.
- Provide information on the justice process and domestic violence; give referrals and safety planning with clients.
- Ensuring confidentiality protocols are followed and communicated to HomeFront clients.
- Attend court and support clients throughout the justice process, giving updates to clients and to partners as factors progress/change throughout the process.



- Liaison with Children’s Services, ensuring they are aware of domestic incident and client status,
- Documentation as per agency policies and procedures.
- Ability to balance team support while maintaining an individual caseload.
- Other duties as required.

Relationships: (internal/external)

- Dedication to the optimal health of the case management via commitment and demonstration of HomeFront values.
- Work collaboratively with professionals from a range of different disciplines; Calgary Police Service, Child and Family Services, Crown Prosecutors, Calgary Community Corrections and various community agencies, etc.
- Provide updates and feedback to partners within HomeFront and professional protocols to ensure effective wrap around service for our clients.

Competencies: (knowledge, skills, abilities)

- Strong knowledge regarding community support systems and resources.
- Disposition for seeking to understand and serving others.
- Demonstrated ability to handle high caseloads and competing demands.
- Ability to work effectively in a team environment and independently.
- Maintain professional demeanor with all team members and working partners.
- Excellent organizational, verbal and written communication skills.
- Well-developed, non-judgmental, listening skills.
- Knowledge and ability to create safety plans.
- Good understanding of the justice system an asset.
- Creative problem solving skills.
- Confident with basic office computer skills; database experience an asset.

Education/Experience:

- A BA Criminal Justice, BSW or BA in social services field with minimum 1-2 years’ experience, or diploma in related discipline and minimum 2-3 years’ experience.
- Experience working with law enforcement, Calgary and Area Child and Family Services and/or the justice systems considered an asset
- Experience in short-term crisis intervention situations preferred.
- Bilingual or multilingual abilities considered a strong asset.

HomeFront believes that diversity adds value to our agency and benefits our clients. We strive to hire team members who reflect the rich array of diverse cultures, beliefs, and values that are part of the broad community. Knowledge of Indigenous cultures, protocols, traditions and languages would be considered an asset.



Clearance Requirements:

All program positions within HomeFront require an Enhanced Calgary Police Service Security Clearance, which involves a background check on you, your immediate family and anyone you have lived with for the past 10 years. This clearance requires candidates to have lived in Canada for a minimum of 3 years.

This clearance takes 3-6 weeks to have completed. A Calgary and Area Child and Family Services Intervention Check is also required. Both clearances are required to come back successful before a position may be offered.

Position Details:

Position Type: Contract and/or Full-time position

Salary Range: Based on Education and Experience.

Estimated Start Date: Early September, based upon successful completion of interview, reference checks, mandatory CPS security clearance and child intervention check (approx. 6 weeks wait time)

Probationary Period: Standard 3 months

How to Apply:

To apply for this posting, please forward your resume with cover letter explaining in 200 to 250 words what motivated you to apply for this position.

Please forward resumes to Kristin Johnston, Program Manager via email to: kristin@homefrontcalgary.com. Please note Case Manager Position in the subject line.

Application Deadline: July 16, 2021

Thank you in advance to all interested applicants, only those selected for an interview will be contacted.

