



## A Way Home Kamloops Society

# Case Manager

### Job Description

**SUMMARY:** The primary role of the Case Manager is to be the key support to youth as they develop their own Wellness Plan and Life Skills Goals while living in AWHK housing. Case Managers coordinate with the AWHK team, the Wrapforce team of community support services, and others in the community, as needed, to ensure that youth have the supports that best fit their needs. The objective is to help youth set their own goals, learn the necessary life-skills to achieve them, and reach developmental milestones such as recovery, education, training, health or employment, while in AWHK Housing Programs.

**PROGRAM SITES:** The primary workplaces for this role will be at the A Way Home Kamloops office located downtown Kamloops, and the AWHK Safe Suites house located on the North Shore of Kamloops. Home visits will be required at various locations in Kamloops, and transportation is often required for youth to other service locations.

**CLASSIFICATION:** Full-Time position: \$24.48-\$25.56/hour to start depending on experience.

**HOURS:** M-F, 8:30am-4:30pm + On Call After hours 1 week/month

**RESPONSIBLE TO:** A Way Home Kamloops Society Housing Manager, and Executive Director

### REQUIRED QUALIFICATIONS:

- Post-Secondary degree in the areas of social work, counselling, or a related field.
- Proven experience working with youth at risk of or experiencing homelessness.
- Experience supporting youth with mental health or substance use concerns and with supportive housing is an asset.
- Comprehensive knowledge of community resources and referral processes.
- Ability to work as a team, good communication, and administrative skills.
- Ability to engage youth and build strong relationships.
- Demonstrated conflict resolution and verbal de-escalation skills.
- Recommended certifications include: First Aid/CPR-C, Opioid overdose response, ASSIST or Safe Talk, Non-Violence Crisis Intervention.
- Valid Drivers License, clean driver's abstract, and reliable transportation

## **RESPONSIBILITIES**

### **YOUTH SUPPORT:**

- Complete intakes, and manage youth transitions in and out of AWHK housing in partnership with the team.
- Work with the AWHK team and the community to assist youth in identifying and monitoring their own short and long-term Life Skills goals, and strategies for achieving them by developing Wellness Plans.
- Facilitate formal check ins and unit inspections, and assist youth with other appointments related to their goals.
- Assist youth in developing Life-Skills, including developmental milestones such as education or employment, and ensure basic needs are met along the way.

### **COMMUNITY COORDINATION:**

- Work with community partners to create support plans, hold meetings with youth, and outline each community partner's role in supporting the youth in achieving their goals.
- Attend other meetings in community with youth as needed.
- Work collaboratively and professionally with agencies such as MCFD, to support youth who are under 19 or who have aged out of care.

### **ADMINISTRATION & PROGRAM DEVELOPMENT:**

- Complete required program case notes, incident reports, forms, documentation, and manage participant's files. Review relevant documentation created by other members of the team.
- Complete move in/move out documents with youth. Ensure rent is paid on time.

### **TEAM SUPPORT:**

Communicate with AWHK Office staff, House Leader, and Housing Support Staff to ensure each youth's needs are clear and Wellness Plans are understood. Attend regular staff meetings.

### **TRAINING:**

Take part in training and learning opportunities at AWHK and recommended by AWHK.