

EMPLOYMENT OPPORTUNITY – Internal Posting Only

The Salvation Army

Victoria ARC

POSITION: Caseworker – Full Time Position
(37.5 hours/week)

JO#201840

FACILITY: Victoria ARC (525 Johnson Street)



Giving Hope Today

SUMMARY:

The Caseworker represents and applies the general philosophies and policies of the Victoria Addictions & Rehabilitation Centre (Victoria A.R.C.) to its residents, visitors, other agencies and staff.

The Caseworker is responsible for the development and delivery of daily-organized activities and one-to-one consultation that will engage, encourage and motivate the residents to make behavioral changes to find greater independence and maintain stable housing.

The Caseworker supports the bio-psycho-social-spiritual model of wellbeing and provides crisis and ongoing support and referral services to all Residential Program Residents. Through the use of client centered case management, Stages of Change Interventions and Motivational Interviewing techniques the caseworker assists individuals in developing life skills, self-empowerment, and integration back into society, culture and their community. The incumbent will demonstrate high levels of flexibility and creativity and be able to organize and prioritize their responsibilities effectively on a daily basis.

The Caseworker reports to the Residential Program Manager.

KEY RESPONSIBILITIES:

The Caseworker is required to conduct intake assessments, administer assessment & interventions, support & empower residents find greater independence, collect program data, maintain accurate records and create reports.

Case Management

- Conducts intake assessments for Shelter Program including evaluation of client protection issues, determining immediate needs, referrals, and supports;
- Conducts intake assessments for Transition Housing Program including SOC assessment and Transition Housing contract;
- In collaboration with the clients, create client centered case plans focused on self-empowerment, community re-integration, and self-sufficiency;
- Assist and support clients in apply and obtain housing, financial, medical, legal, employment and other documentation required for greater independence;
- Assist and support clients attend important appointments;
- Assist clients in writing, filling out and understanding government and other agency forms, applications, and paperwork;
- Assists clients in developing positive behavioral changes by using SOC Interventions and Motivational Interviewing techniques;
- May facilitate groups & workshops;
- Support, advocate and refer clients to community resources, such as detox, treatment, counselling, legal aid, housing, supports, etc.;

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- Liaise / network with The Salvation Army, government, and community social service providers to coordinate resources for the benefit of clients to ensure they are receiving the best possible care;
- Use non-violent crisis intervention to safely de-escalate aggressive, confrontational, angry, and / or stressed clients.
- Assist clients with gathering necessary items to set up permanent housing – household goods, furniture, food, etc.,
- Make follow-up calls and complete follow-up documentation to determine if residents are maintaining independence;

Administrative Responsibilities

- Ensures that intake forms are completed and accurate;
- Ensures intake information is entered and/or updated accurately, on the Client Information System;
- Maintains confidentiality and keeps detailed & accurate client notes and case file;
- Participates and contributes in case management meetings;
- Acts as back-up for other Caseworkers in the department;
- Ensures that statistical data is entered accurately and compiles statistical reports when required;
- Writes reports for agencies of individuals, following receipt of client's endorsed disclosure authorization and in accordance with internal policies and procedures;
- Recommend and assist in the development of new programs, supports and policies to address ongoing client needs;
- Attends community meetings, events and develop ongoing relationships within the local service providers;
- Compiles progress reports and documents consistent with program policies;
- Participate in case management meetings to develop best practices and action steps to support and meet the needs of clients;
- Attends team meetings and team building activities;

Other Duties

- Must attend all staff meetings and training seminars related to agency services if requested;
- Must be prepared to participate in upgrading/training at the discretion of Residential Program Manager;
- May be assigned other related duties according to agency needs at the discretion of the Residence Manager;
- Perform other duties as assigned;

QUALIFICATIONS/EXPERIENCE:

- Completed post-secondary education, including courses and/or training related to Social Work & Counselling;
- A minimum of two year's related experience;
- Must understand and reflect the ARC Philosophy, Standards, and Tenets;
- Must possess suitable typing skills and computer literacy;
- Must be calm in busy and sometimes stressful situations;
- Must be well organized;
- Must pass Criminal Record Check;
- Must be presentable in appearance in accordance with ARC standards;
- Must possess a valid class 5 Driver's License;
- Must possess and maintain an active valid Occupational First Aid and ASSIST certificate;

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- Must have effective oral and communication skills;
- Good conflict resolution and problem solving skills;
- Some group facilitation experience; coaching and leadership
- Demonstrates flexibility and creativity;
- Must have the ability to understand and be sensitive to cultural differences;
- Position subject to personnel screening request & authorization by Correctional Services of Canada.

Wage rate: \$21.47 per hour (\$22.47 per hour after Probationary Period of 488 hours)

Employment Status: Permanent, Full-time

Shift Schedule: Monday to Friday, 8:00 AM to 4:00 PM

Hours per week: 37.5 hours

Interested applicants must respond in writing by **August 17, 2018** to:

Employee Relations

Email: resumes@victoriaarc.org

Fax: 250-384-8412; or in-person.

The use of a personal vehicle is not required in the performance of duties. "This position is only open to male and female applicants. This position requires union membership.

We thank all applicants, however, only those candidates to be interviewed will be contacted.

PLEASE NO PHONE CALLS

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