



AIDS CALGARY
awareness association

Case Manager Job Description

Job Summary:

Working within a harm reduction model, Case Manager delivers services to agency clients who are living with, at risk for or affected by HIV/AIDS. This includes assessment, crisis intervention, supportive counselling, development of service plans, assistance with basic needs, advocacy, and referral. This is a full-time position.

Duties:

- Strives to assist persons living with HIV/AIDS to achieve stabilized and sustained health, and to improve their quality of life
- Provides supportive counselling and crisis intervention
- Assesses client needs in the areas of health care, housing, income, social support, legal, addiction issues, practical needs, and harm-reduction
- Develops service plans based upon client-identified needs and establishes tasks and timelines for the client-identified needs
- Ensures on-going support to clients by developing mutually agreed upon long-term contact plan, maintaining contact via regular appointments, and telephone calls
- Outreach services to people living with or at risk for HIV in Calgary community settings
- Advocates on behalf of clients to address barriers to service
- Liaises with service providers to ensure client access to services
- Refers clients to other AIDS Calgary client services and/or other community services
- Maintains thorough knowledge of eligibility criteria, application processes and appeals procedures for government and community programs/services
- Coordinates network of services on behalf of clients by bridging communication gaps between client and service providers, attending, and/or arranging client case conferences and accompanying clients to appointments as appropriate
- Completes all necessary documentation for client files
- Ensures program accountability through maintenance of outcome based reports
- Networks with service providers and builds collaborative inter-agency partnerships
- Participates in special projects to strengthen and develop case management program as assigned
- Coordinates and manages volunteers for Client Services
- As requested and when operationally available, facilitates support groups
- Involvement with community committees to address the current needs of the population we serve
- Consults with the Client Services Team and/or Team Leader of Client Services on client issues and direction
- Attends case consultations and meetings with Client Services team and/or Team Leader of Client Services
- Participates in professional development opportunities as required
- Attends staff meetings
- Provides some general office duties
- Complies with agency policies and procedures
- Performs other related duties as required



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Qualifications:

Education and Experience:

- Diploma or degree in helping field (ie social work, psychology)
- Case management and/or counselling experience
- Direct work experience
- Suicide Intervention and First Aid is an asset

Skills and Abilities:

- Knowledge of HIV/AIDS, Harm Reduction and related issues
- Knowledge of issues related to diversity, and to the needs of persons living with HIV/AIDS
- Ability to communicate effectively, both verbally and in writing
- Ability to plan, organize and prioritize
- Ability to work both independently and in cooperation with others
- Ability to operate related equipment
- Ability to analyze and resolve problems
- Physical ability to carry out the duties of the position

We value team work and offer a fun, supportive work environment, ongoing training, and a competitive compensation package.

If you are interested in this employment opportunity please submit your resume and cover letter to:

Capri Rasmussen, Team Leader of Client Services

AIDS Calgary

#110, 1603 10 Ave SW,

Calgary, AB, T3C 0J7

Fax: (403) 263 7358

Email: crasmussen@aidscalgary.org

APPLICATION DEADLINE: May 9, 2008 @ 4pm

NO PHONE CALLS PLEASE

Revised: April 28, 2008