



**Career Opportunity:
Case Coordinator
(Permanent Full-Time)**

Read this first!

Established in 1973, Interval House is Canada's first shelter for women and children experiencing abuse. We are trailblazers in the campaign for women's empowerment and independence and we provide innovative, specialized, and transformative services that help to break the cycle of intimate partner violence.

Checkout our website for more details, www.intervalhouse.ca

Interval House embraces challenges and changes. The organization values and encourages new opportunities, being a sector leader and colouring outside the lines. We think it's important to ask ourselves the hard questions: Are we doing what we set out to do? Do the programs and services we offer help women become self-sufficient and break the cycle of violence? As the world changes around us, we need to pivot and change. Are there gaps in our services? Should we fill them ourselves?

Why is what we do important?

Leaving an abusive relationship is not the end of the story. Living a full life after trauma requires help and guidance to address all those unique barriers in a society that is not designed for the most vulnerable. Our goal is to be creative and innovative with our programs and services to help address these barriers and empower women to face their challenges with knowledge, skills, and confidence.

Job Summary:

The Case Coordinator's overall accountability is to ensure the structured and effective delivery of specialized services and programs for women and their children escaping intimate partner violence, through a Case Management approach by: assessing client's short and long-term needs; assisting in developing and implementing related action plans; applying relevant tools; assisting in monitoring and evaluating the client's actions through individual counselling, support and professional assistance.

Duties and Responsibilities (not limited to):

- Implement all tasks associated with the 24-hour Crisis and Information line
- Conduct client's admission and discharge interviews and in-depth assessment
- Schedule appointments with individual client to develop and implement case plans
- Perform individual supportive counselling that facilitates trauma recovery from abuse; provide grief and PTSD counselling, cognitive therapeutic support, coping and life skills.
- Follow-through to ensure accomplishment of case plans, including housing, legal services and access to specialized counselling
- Regularly evaluate and report on status of case plans
- Complete client discharges according to established procedures
- Document relevant information and compile statistical analysis and monthly reports to Manager – Program Administration
- Perform required office administration tasks
- Perform building security check
- Respond to emergency situations as necessary
- Perform mandatory shelter operation tasks
- Perform mandatory office administration tasks

Job Requirements & Competencies:

- Relevant education and/or related experience in programs for intimate partner violence
- At least 2 years' direct service experience working with women experiencing intimate partner violence
- Excellent skills and experience in case management-based planning, implementation and assessment
- Thorough knowledge and understanding of the stages of change counselling model
- Experience related to crisis intervention
- Ability to perform outreach to relevant agencies and the IPV Sector

- Ability to perform counselling for trauma recovery from abuse, grief, PTSD, cognitive therapeutic support, coping and life skills
- Counselling/advocacy and facilitation skills for individuals and groups
- In-depth knowledge/understanding of issues affecting women and children who have experienced intimate partner violence and resources to support them
- Excellent documentation skills and records management
- Demonstrated ability to analyze statistical data and compile reports
- Ability to navigate database and case management software
- Experience using Microsoft Word, Outlook, Excel, Access and Power Point and ability to use database
- Ability to adhere to policies and procedures and best practices
- Observation of strict confidentiality
- Consistent ability to demonstrate respect for boundaries and professional behavior in delivery of services and adhere to policies and procedures and best practices
- Ability to communicate verbal and written information formally, accurately and clearly
- Goal and results driven
- Effective time management skills
- Respect for boundaries and excellent interpersonal skills
- Ability to manage conflicts
- Capable of managing own emotional difficulties
- Group facilitation and presentation skills
- Observation of strict confidentiality
- Demonstrate initiative to be proactive in the job
- Ability to develop reliable work relationships within a diverse work environment
- Demonstrated ability to positively accept and respond to feedback
- Must be flexible with workdays and/or hours
- Valid First Aid/CPR/Food Handling certificates
- Light to moderate lifting, climbing stairs etc.

Job Details:

Reports to: The Residential Program Co-Managers.

- Job Type: Full-Time permanent
- Hours of Work: 35 hours per week
- Work Arrangement: Onsite
- Location: Toronto, Ontario
- Expected Start Date: Immediately

You will benefit from:

- Competitive compensation.
- Paid vacation and sick benefits.
- Optional RRSP benefits.
- Employer fully paid Group Insurance benefits.
- Employee Assistance Program.
- Flexible onsite start times
- Work/Life balance.
- Career growth and professional development opportunities.

To Apply:

- Email: personnel@intervalhouse.ca
- Attention: Human Resources
- Subject line: **CASE COORDINATOR**

Good to Know:

- We thank all applicants and will only contact applicants with the required qualifications and competencies.
- Must have evidence of eligibility to work in Canada and legally fulfilling the requirements of the role.
- All successful applicants must agree to undergo a police vulnerable sector check.
- Interval House demonstrates its commitment to employees' health and wellness, diversity, equity and inclusion, does not condone any form of discrimination and workplace violence whether virtual or onsite.
- Interval House does not use internal AI in its recruitment process.