



Adult Case Manager - Second Stage Housing (SSH)

Location: West Kelowna

Hours: Mon to Fri, 9am to 5pm (37.5 hours per week)

Flexibility in hours may be required to meet the needs of the women.

Wage: \$29.85 to \$34.26 per hour

Benefits: Comprehensive benefits after probationary period

About us:

The Central Okanagan Emergency Shelter Society (COESS), operating as the Kelowna Women's Shelter (KWS), is dedicated to offering individualized support, safe shelter, advocacy and essential provisions to women and children who are seeking refuge from domestic abuse.

Exciting developments are underway at the Kelowna Women's Shelter as we prepare to launch our new state-of-the-art transition and second stage housing facility in West Kelowna. This expansion signifies our commitment to further enhance our programs and services.

As a result of this expansion, an incredible opportunity has emerged for a passionate Adult Case Manager to join our team.

Job Summary:

The Adult Case Manager reports to the Supervisor, Second Stage Housing - West Kelowna and is responsible for second stage housing support services, applying case management expertise and developing and coordinating programs for women fleeing domestic abuse within the Central Okanagan communities (Lake Country to Peachland), using trauma-informed care principles, feminism, and anti-oppressive practice lens. This position supports women as they navigate from domestic abusive relationships into second stage housing and then safely back out into the community after completing second stage housing programs.

The Adult Case Manager, case management and program development/coordination duties include:

- Provide full case management services to women who are experiencing domestic abuse, based on a women centered approach. Which includes, intake, needs assessment, service planning, monitoring, and evaluating and discharge planning.
- Independently deliver program assessment, engagement, crisis intervention, goal and case planning, skills coaching, and program completion, consulting



with the manager, as necessary. Assist women to create and develop their own support networks and connections.

- Drive women to appointments such as housing interviews, court dates, and medical appointments as required.
- Ensuring continued safety upon exit, providing appropriate referrals and resources for outreach as needed.
- Ensure case management documentation and program information is maintained in an accurate, timely, professional, and confidential manner, meeting KWS, Funder, and sector standards.
- Facilitate community partnerships with an aim towards aligning a coordinated, women-centered community support system for our shared community women.
- Liaise with other service agencies and professionals and maintain current knowledge of issues and resources related to abuse and violence.
- Provide presentations, and participate in public awareness activities, about services and issues of abuse as requested and in consultation with the Supervisor
- Build and maintain relationships with other community service providers that will help facilitate a continuum of care for women and their children.
- Participate in program development through collaboration with the second stage housing management team and making recommendations to create and enhance programming designed for women experiencing domestic abuse.
- Maintain accurate logs and compile statistical records to support program needs and inform ongoing program development and evaluation.
- Perform other related duties as required.

Qualifications and Experience

- Bachelor' degree in social work, human services, psychology, or related field.
- Minimum of two years' experience in a similar organization/sector and/or an equivalent combination of education, training, and experience
- A good working knowledge of domestic abuse and its impacts, and of relevant community resources.
- Case management expertise
- Strong knowledge and linkage to external services and systems that are available to women and children experiencing domestic abuse.
- The ability to provide service in a respectful, empathetic, and women manner while maintaining appropriate personal and professional boundaries.
- Solid understanding of an anti-racist and anti-oppressive framework.
- Ability to work independently and as part of a team.
- Proficient computer skills, essential for effective communication and accurate documentation purposes.



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24-hour Line: 250-763-1040
kelownawomensshelter.ca

Specific Requirements:

- Valid BC Driver's License and own vehicle.
- Standard First Aid Certificate and CPR level B.
- Successful completion of a Criminal Record Check.

If you are interested in applying for this position, please apply via -
<https://centralokanaganemergencysshelter.easyapply.co/>

We thank all those who express interest in this opportunity, however, only those short-listed will be contacted.