

Discovery House Family Violence Prevention Society

POSITION TITLE:	Team Lead, Child and Youth Case Management
REPORTS TO:	Director of Programs
POSITION TYPE:	Full-time, Permanent
FLEXIBLE WORK:	Eligible
LOCATION:	Calgary, Alberta
SALARY RANGE:	\$66,819 to \$81,667
JOB CLOSING DATE:	Until Suitable Candidate Found

What We Do:

Discovery House Family Violence Prevention Society provides a continuum of care and integrated wrap-around services to women and their children fleeing domestic violence. We facilitate transitional housing and offer longer-term, safe places for women and children to call home while they begin to rebuild their lives. Discovery House is about hope and healing using trauma-informed care practices.

What Our Employees Love:

- Three weeks of vacation to start.
- Eligible positions can work from home up to 3 days per week with our Flexible Work Policy.
- Additional time off including Wellness Days, Professional Development Days, and Sick Days.
- Benefits Package and Employee and Family Assistance Program.
- A dog friendly workplace.
- We observe all Statutory Holidays (including the optional ones), and employees may substitute religious holidays for celebrations that are relevant to their cultural identity.
- Committees including Health & Safety, Equity, Diversity & Inclusion, Indigenous; and Social.
- A 2SLGBTQ+ welcoming environment.
- Potlucks, celebrations, work-life balance, and plenty of fun.
- Being a part of a reputable not-for-profit organization (5-time winner of Top 100 Rated Charities in Canada!)

We are building towards an inclusive and equitable workplace that reflects the diversity of the communities we live in, creating the opportunity for every employee to reach their potential. Join our team and be part of a transformative organization committed to ending domestic violence. As advocates of **Empowerment**, we believe in unlocking the potential in every individual, fostering resilience, and empowering positive change. Our **Tenacious** spirit drives us to get things done and make a lasting impact, while our commitment to **Inclusion** ensures that everyone belongs and is welcomed in our community. Embracing **Curiosity**, we continually learn, innovate, and adapt to break the cycle of domestic violence. Through **Collaboration**, we build strong connections and work collectively to create a safer, more equitable world for all. If you're passionate about making a difference, join us in our mission to empower, thrive, and create positive change together.

What You'll Do:

Reporting to the Director of Programs, the Child and Youth Team Lead supervises Child and Youth Case Managers and Child Development Workers who provide 1:1, group and parenting supports to children, youth and parents who have experienced domestic violence. The Team Lead ensures the team meets quality standards of programs in family violence prevention and intervention that embody the mission/philosophy and policies of Discovery House, ensures healthy and safe environment for client facing staff, and assesses workflow and operating procedures to devise the most efficient and effective methods of accomplishing the work to meet policy and client requirements.

Group Services

- Design, implement and facilitate group sessions with children, youth, and parents
- Collaborate with external agencies and universities to implement and facilitate research projects
- Participate in community working groups pertaining to domestic violence and/or child development

Team Supervision

- Act as a direct supervisor of a team of 5-8 staff
- Be available as the first point of contact for Child and Youth Case Managers and Child Development Workers
- Lead group supervision for the team and individual supervision for each team member
- Complete thorough and comprehensive file reviews of all client files on a regular basis, to ensure compliance with agency standards for documentation and optimal service delivery
- Complete file reviews on all closed cases as part of the discharge process
- Ensure timely completion of data collection requirements.
- Collaborates with their director on staffing. i.e., recruitment, orientation, and training
- Maintains a safe, secure, and legal work environment
- Accomplishes staff results by communicating job expectations
- Leads team on policies, procedures, and productivity standards
- Organizes workflow and ensures employees understand their duties or delegated tasks
- Establishes departmental goals that execute on the strategy and business plan by gathering pertinent program and operational information
- Participates in evaluation and monitoring process
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies
- Prepares and manages the budget and business plan for the Child and Youth Team

Child and Youth Support

- Accept and track referrals from clients and community partners
- Act as the main point of contact for the CBE School Liaison
- Assigns and reviews caseloads of Child and Youth Case Managers and Child Development Workers
- Assist with support for day to day caseloads
- Complete thorough and comprehensive files reviews of all client files on a regular basis, to ensure compliance with agency standards for documentation and optimal service delivery

- Complete file reviews on all closed cases as part of the discharge process
- Ensure timely completion of data collection requirements

ADMINISTRATIVE DUTIES

- Provide input into and participate in staff performance evaluations
- Review and approve staff expenses

PROGRAM DEVELOPMENT AND LEADERSHIP

- Participates as an active member of the Leadership Team by collaborating to establish departmental goals that execute on the strategy and business plan
- Leads the ongoing development of Child and Youth services for parents and children, including one on one interventions, group programming, appropriate use of assessments
- Supports the development and implementation of a Trauma Informed Practice Framework for the organization
- Facilitates appropriate data collection for staff and provides monthly reporting to Director of Programs
- Actively participates in program evaluation, monitoring and continuous quality improvement processes and engages team members in understanding program impacts through data
- Lead monthly, quarterly, and annual reporting for program areas
- Ensures a safe, secure, ethical, and legal work environment with respect to informed consent, confidentiality, working with children and youth

PROFESSIONAL COMPETENCE

- Technical, management, interpersonal, reflective, and situational competencies
- Adhere to agency policies, procedures, practices, and Code of Ethics
- Demonstrate professional attitudes, characteristics, and practices
- Establish and maintain professional relationships with colleagues
- Maintain on-going professional development
- Participate in the development of a healthy organizational culture

What You'll Bring:

- Bachelor's Degree in Social Work or another human services degree and active registration with ACSW or equivalent where applicable
- Minimum 2 years direct and demonstrable leadership experience
- Valid driver's license and reliable vehicle required, accompanied by a minimum of \$2 million liability insurance coverage and business insurance (or documented provision from the insurer that allows for the occasional transportation of clients).
- Understanding of trauma-informed practice and crisis management
- Expertise in child and youth development, knowledge of the neurosequential model of therapeutics and parenting programming
- Knowledge of the Housing First model, Harm Reduction model, and women's shelters
- Understanding of the intersection between domestic violence, poverty, and homelessness
- Proven case management experience working with diverse communities in an inclusive manner
- Effective leadership skills with ability to support and motivate employees, maintaining and promoting a positive work culture.
- Strong interpersonal, problem-solving and organization skills
- Effective communication, group facilitation, public relations, and conflict resolution skills
- Ability to work independently and within a team environment

- Working knowledge of Outcome Tracker and HMIS preferred
- Valid driver's license and reliable vehicle required, accompanied by a minimum of \$2 million liability insurance coverage and business insurance (or documented provision from the insurer that allows for the occasional transportation of clients).

The successful candidate will be required to complete a Criminal Record and Vulnerable Sector Check and an Intervention Record Check.

TO APPLY:

Please send your resume and cover letter to careers@discoveryhouse.ca stating the job title in the subject line. We thank all applicants; however, only those selected for an interview will be contacted.

We acknowledge that we live, work, and play on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Îyâxe Nakoda Nations (Bears paw, Chiniki, Wesley), the Métis Nation (Region 3), and all people who make their homes in the Treaty 7 region of Southern Alberta.