



JOB DESCRIPTION - CASE MANAGER

Coverdale Justice Society

Position: Case Manager

Reports to: House Director

Location: 1101 Wellington St. Halifax

Compensation: \$49,920 and comprehensive medical insurance plan, Employee and Family Assistance Program, three weeks of vacation, generous sick leave, a generous paid holiday schedule, in-house trainings, and professional development opportunities.

Hours of Work: 8-hour shifts Monday-Friday with on-call responsibilities

Coverdale Justice Society is a community-based organization dedicated to improving access to justice, promoting alternatives to traditional justice systems, and enhancing public safety and well-being, with a focus on primarily serving communities of criminalized women and gender-diverse individuals, including Indigenous and African Nova Scotian women, trans and queer people, and those affected by gender-based violence and poverty. Coverdale aims to support individuals impacted by historical and ongoing colonization, racism, sexism, homophobia, and other forms of marginalization and oppression. Our services include court-based, housing-based, and community-based supports. Rooted in core values such as empathy, justice, and courage, Coverdale strives to find innovative ways to make real and lasting change for women and gender-diverse people.

Position Summary

Reporting to the House Director, the Case Manager is responsible for assisting individuals on their caseload with maintaining their housing, supporting and encouraging education and employment goals among other areas to help program participants successfully transition out of homelessness and incarceration. Operating from a Housing first and Harm Reduction approach, the case manager will build supportive community relationships, assist with activities of daily living, ensure appropriate frameworks are in place for stability, complete documentation, and report outcomes.

Job Duties

- Meet and maintain contact with individuals on your caseload following a 3-tier case management plan
- Develop individualized community reintegration and safety plans
- Complete appropriate assessments and case plans according to policy
- Proactively follow up with clients regarding their goal attainment
- Provide appropriate referrals and resources to community services that will assist participants with problem solving and housing stability



- Creative case planning when developing life skills, meaningful daily activity, and connection to community
- Complete intake, assist with move-in/out, wellness checks, and client workbooks
- Ensure all documentation and tracking sheets are accurate and up to date as well as weekly maintenance of caseload files
- Actively work with client's unique network of support by developing professional relationships with appropriate cultural or spiritual connections, family doctor, pharmacy, community resource centers and more.
- Attend community events
- Establish and continually develop a working knowledge of the resources available in Halifax
- Initiate Case Conferences with client support system as needed

Required Competencies

- Must have a valid Nova Scotia driver's license
- A vehicle and appropriate auto insurance to provide transportation for program participants as needed is required for this position
- Bachelor's degree in social work, counseling or psychology is an asset but not required
- Energetic and self-directed, with effective time management and organizational skills including the ability to deal with several priorities at the same time
- Strong strategically focused analytical skills, good common sense; and capacity to provide leadership
- Well-developed interpersonal, conflict resolution and negotiating skills
- Excellent communications skills, both verbal and written
- Proficient in Office365 and Microsoft Office Suite
- Eager to learn new systems and adopt improved best practices
- Must demonstrate initiative and work autonomously

Working Conditions

Front-line staff are exposed to emotionally disturbing events, such as: medical distress, threatened/actual serious injury, violence, abuse, and death; where clients may be experiencing fear, terror, hopelessness, rage, self-harm, and conflict. It is understood and accepted that you will be working in distress and/or high-stress situations, which may include emergency response where resiliency and stress tolerance and the ability to maintain composure, remain calm and focused is imperative. Exposure to bodily fluids may also occur.

We welcome applications from candidates who reflect the communities we serve, particularly candidates from Black communities, Indigenous communities, and racialized people, persons with disabilities, members of diverse gender identities and people with lived experiences. We are seeking candidates who demonstrably operate and practice from an equity and trauma-informed lens. We encourage applications from passionate professionals who will help us dismantle systemic barriers.