



SafeLink Alberta (formerly HIV Community Link) is an organization delivering services throughout Southern Alberta. As a non-profit organization, we work to reduce the harms associated with sexual activity and substance use. We serve and advocate for priority populations by offering low-barrier, non-judgemental, and informed programs and services. We offer a fun and energetic environment that provide opportunities for you to utilize your talents and develop new skills.

Case Manager, African, Caribbean, and Black (ACB) Communities

At SafeLink Alberta, we have a clear vision: to be the place where a diverse mix of talented people want to come, stay and do their best work. SafeLink Alberta's dedication to promoting diversity, multiculturalism, and inclusion is clearly reflected in all that we do. Diversity is more than a commitment at SafeLink Alberta - it is the foundation of what we do. We are fully focused on equality and believe deeply in diversity of race, gender, sexual orientation, religion, ethnicity, national origin, and any other difference that makes us all unique.

Reporting to the Manager, Calgary Support Services, the Case Manager, ACB Communities will be responsible for delivering comprehensive and individualized support services to clients based on our mission to reduce the harms associated with sexual activity and substance use. This includes working with those living with or affected by HIV, HCV, and other STBBI's, with adults involved in sex work, and with individuals who use substances.

The focus of service delivery is to engage ACB community members along a path of wellness and healing, and to enhance participant safety, well-being, and connection to health and social services. Program activities include assessment, intervention, education, emotional support, community-based outreach, system navigation, advocacy, and assistance with basic needs. Support services are available over the phone, virtually, and in person. The role consists of providing client support in the Calgary drop-in space as well as outside the agency through community and street outreach.

This is a full-time position (35 hours a week), located in Calgary, working primarily Monday to Friday. A flexible schedule including day, evening, and weekend availability will be required, particularly for outreach and community event attendance.

Key Responsibilities

- Build and maintain relationships with community partners and ACB led groups to facilitate connection to community and to individuals impacted by HIV, HCV, and other STBBI's.
- Provide support from a cultural lens.
- Assess client needs in the areas of health care, housing, income security, social support, legal and immigration, substance use, and harm reduction. Refer to partner organizations where appropriate.
- Engage clients in the development of a service plan based on client-identified needs (including setting measurable client driven goals, identifying associated tasks, and establishing attainable timelines).
- Provide emotional support, crisis intervention, and education both in the office and in community-based settings.
- Ensure on-going support to clients through the development of mutually agreed upon contact plans, maintaining regular appointments and telephone calls.
- Coordinate a network of services on behalf of clients by bridging communication gaps between clients and service providers, attending and/or arranging case conferences, and accompanying clients to appointments as appropriate.

- Advocate on behalf of clients to address barriers to accessing services.
- Provide community, mobile, and street-based outreach as required on a weekly or bi-weekly basis as per established program requirements. Partner with internal agency and external community partners and lead the Calgary Outreach Collective.
- Participate as a collaborative and supportive team member of the Calgary Support Services team.
- Complete all necessary documentation and data tracking.

Education and Capacity Building

- Engage in prevention discussions and activities, including the distribution of harm reduction supplies (safer sex and drug use equipment) based on client need.
- In collaboration with the Manager, develop and maintain inter-agency collaborative relationships with community partners to enhance service delivery.
- Maintain and enhance knowledge of emerging information and trends in HIV and HCV related issues through ongoing self-directed learning.
- Maintain and enhance knowledge of emerging information, laws, and trends regarding sex work through ongoing, self-directed learning.

Qualifications/ Key Competencies

- Bachelor's Degree in Social Work or a related field. Current registration with relevant professional body as applicable.
- Minimum of two years direct work experience in a front-line or client-focused support setting. Equivalent combinations of experience and education may be considered.
- Identification with or knowledge of ACB cultures and practices, including considerations relating to support and knowledge translation (i.e. structural factors that affect racialized populations and cultural norms relating to sexual activity and substance use).
- Strong connections and experience working with ACB communities and agencies.
- Proven proficiency in client support, informal counselling, and case management.
- A strengths-based, risk-reduction, and rights-based philosophy of service provision required.
- Knowledge of HIV, hepatitis C, gender and sexual diversities, sex work, and related issues is desired.
- Foundational knowledge of, and theoretical orientation to, intersectionality, trauma- informed, and anti-oppressive practice frameworks.
- Demonstrated cultural awareness and responsiveness in working across diverse populations.
- Thorough knowledge of local social service programs and community resources.
- Strong knowledge of mental health and addictions-related issues and interventions.
- High ethical standards and professionalism, with a demonstrated ability to adhere to strict confidentiality practices.
- Public speaking and presentation experience is an asset.
- Suicide Intervention (ASIST) and First Aid/CPR training is an asset.
- High ethical standards and professionalism with a demonstrated ability to maintain confidentiality.
- Effective oral and written communication skills.
- A valid driver's license and access to reliable transportation.
- Provision of a criminal security check with vulnerable sector search. A positive criminal record check will not necessarily preclude a candidate from being hired - decisions will be made on an individual basis and all information will be kept confidential.
- Proof vehicle registration and \$2 million liability insurance required.
- Adheres to organizational policy and procedures.

Compensation

The salary range for this position is \$47,658 - \$55,183.

SafeLink Alberta offers a comprehensive health and dental benefits package, including access to EAP services and an RRSP matching program. Employees start at 3 weeks' vacation per year, plus a complimentary week off between Christmas and New Year's, and receive additional days off including personal days, sick days, and birthday.

Application Details

We especially encourage applications from communities that are under-represented among our staff, such as people living with HIV, visible minorities, those with lived/living experience, and persons with culturally diverse backgrounds. We value your lived experience, and we encourage you to self-identify in your application should you feel comfortable doing so.

This position will remain open until suitable candidates are found. Please send your cover letter, resume, and any other relevant material to support your application via email to human.resources@safelinkalberta.ca quoting job reference **SLA – 179**.

You must be available for in-person/online interviews. No phone calls please. We thank all applicants for their interest; however only those selected for an interview will be contacted.