



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.

Well Case Manager

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.

We are seeking a Well Case Manager who will be responsible for delivering comprehensive and individualized pre-conception and perinatal care to people of reproductive age and ability who use drugs, experience homelessness, and/or are otherwise marginalized. Alongside a Registered Nurse, the Well Case Manager provides health assessment and intervention to participant and child, referrals to mainstream medical and recovery-oriented services when appropriate, system navigation, advocacy and assistance with basic needs. Well also provides safer sex supplies and contraception options at no cost, as well as sexual health information and education, including supported access to STBBI (Sexually Transmitted and Blood Borne Infections) testing and treatment as needed. Through activities delivered in office and in community, including street-level outreach, program staff minimize barriers to care, emphasize the client's intrinsic capacity to reach their health and wellness goals, and ensures client-centered care is integrated throughout the program. The role also includes providing support to the Support Services team in the Medicine Hat drop-in space as well as through community-based outreach.

This is a full-time position (35 hours per week), located in Medicine Hat, working primarily Monday to Friday. A flexible schedule including day, evening, weekend availability, and occasional event-based weekend work is required. This position requires an empathic and non-judgemental individual who is able to utilize critical thinking, problem-solving, and decision-making skills.

Key Accountabilities

Case Management

- Provide comprehensive in-office and community-based (including street-level outreach) support services to people of reproductive age and ability who are experiencing pregnancy or barriers to accessing reproductive health services and other health and social services.
- In collaboration with the Well Nurse, assess client needs in the areas of perinatal, reproductive and sexual health, general health care, mental health, housing, income security, social supports, legal and immigration, substance use, and harm reduction. Provide access to and facilitate integrated referral pathways with other SafeLink Alberta and community services related to identified needs (including access to contraceptive options, termination and adoption services).
- 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 and mental health support both in office and in community-based settings,

including home visits.

- 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, providing transportation and attending and providing advocacy on behalf of clients during medical and social appointments, including case conferences appropriate, to address barriers to accessing services.
- Provide community, mobile, and street-level outreach as per established program requirements. Partner with internal agency and external community partners.
- Ensure program accountabilities by maintaining program statistics and service delivery outcome evaluation information as per data collection and reporting requirements. Maintain client records.
- Support the orientation and training of new program staff as required. Support and supervise student and practicum placements as needed.
- Participate in ongoing program evaluation and reporting processes as required. Continuously monitor quality improvement and evaluation of client files and provide information on potential areas for improvement.
- Participate as a collaborative and supportive team member of the Medicine Hat SafeLink Alberta team.

Education and Capacity Building

- Engage in prevention discussions and activities, including the distribution of harm reduction supplies (safer sex and substance use equipment) based on client needs.
- With the support of the Team Lead, develop and maintain inter-agency collaborative relationships with community partners to enhance service delivery models and to reduce barriers. Includes participation in community meetings and networks.
- Establish and maintain collaborative working relationship with Children Services to reduce children's apprehensions where feasible.
- Maintain and enhance knowledge of emerging information and trends related to reproductive, sexual and perinatal health, substance use, social determinants of health, and the specific challenges faced by our priority populations through ongoing self-directed learning.
- Develop, facilitate, and participate in population specific groups, workshops, and events focused on themes such as harm reduction, pregnancy, perinatal health, stigma, substance use, and STBBI awareness and prevention, aimed at increasing social inclusion and developing communities of support.
- In partnership with the Education and Capacity Building team, develop and facilitate education sessions (virtual and in-person) to partnering agencies regarding program specifics, and on reducing barriers to care for vulnerable and pregnant participants.
- Participate in and support general SafeLink Alberta events and program activities such as distribution of harm reduction supplies and client engagement activities, both in drop-in space and community-based settings.

Qualifications /Key Competencies

- Bachelor's Degree in Social Work, Addictions Counselling, Psychology, Public Health, or related field.
- Minimum of two years direct work experience in a front-line or client-focused support setting. Equivalent combination of experience and education may be considered.
- Current registration with relevant professional body as applicable.
- Proven proficiency in client support, informal counselling, and case management.
- A strengths-based, risk-reduction, and human-rights philosophy of service provision required.
- Strong knowledge of sexual, reproductive, and perinatal health, mental health, and substance-use required. Knowledge of HIV, HCV, and other STBBI prevention, testing, and treatment desired.

- Strong knowledge of mental health and addictions-related issues and interventions an asset.
- 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, including experience in working with People Who Use Drugs (PWUD).
- Thorough knowledge of local social service programs and community resources.
- High ethical standards and professionalism, with a demonstrated ability to adhere to strict confidentiality practices.
- Basic computer skills, including the use of Microsoft Office required.
- Public speaking and presentation experience an asset.
- Non-Violent Crisis Intervention/MANDT, Suicide Intervention (ASIST), and current First Aid/CPR certification is an asset.
- Provision of a criminal record check with vulnerable sector search is required. 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.
- Access to reliable transportation and a valid driver's license (non GDL) is required.
- Provision of a Driver's abstract and proof of \$2 million liability insurance required.
- Ability to carry a backpack (up to 25lbs) and travel on foot year-round is required.
- The successful candidate may be required to show proof of COVID-19 vaccination prior to start date.

Compensation

The salary range for this position is \$47,658 to \$55,183 based on education and experience.

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 a suitable candidate is 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 – 177**.

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.