



COURT CASE COORDINATOR

**UNION POSITION; Full-time
STARTING WAGE \$26.46/HOUR
Start date: December 1, 2017**

The Calgary Women's Emergency Shelter is looking for an individual that believes change is possible, and will thrive in an environment that nurtures families impacted by violence and abuse. Working in a culture of respect and trust together we will build healthy families in our community.

Court Case Coordinator is a client centered position which reports directly to the Team Lead. The Court Case Coordinators' focus is to support women living with family violence and abuse who are in need of information on the court services available as well as resources that they can access to support in the decision making process.

Court Case Coordinators will prepare women for court by outlining the court process and what to expect. Court Case Coordinators provides support, assistance, and information in understanding and completing an order, the procedure for filing an order and safety planning for attending court. If scheduling permits, the Court Case Coordinator may accompany clients to court. After court, the Court Case Coordinator, will debrief with client the court outcomes and next steps.

Key Responsibilities

- Establishes and maintains a client caseload with the focus on client direct and indirect hours, and frequency of contact. The client caseload consists of clients who have contacted the Family Violence and Abuse Helpline, resided at the Calgary Women's Emergency Shelter, or have accessed a Calgary Women's Emergency Shelter program. Court Case Coordinator will respond to requests for service within 24 hours.
- Provides information on court services that are available to clients and information about the services. Explores options available to the clients to assist the clients in their decision making process. Provides information to clients respecting specific orders to further the clients knowledge and understanding of the order, provides support and assistance in completing an order and the process to file an order.
- Prepares the clients for court by providing information on court processes and how to navigate the court system. The ability to analyze situations in guiding safety plans for court that supports the clients' safety and the safety of others Court accompaniment may be provided if scheduling permits. After court, the Court Case Coordinator, will debrief with client the court outcomes and next steps.
- Consults with the clients respecting engagement of other professionals to further support the clients with family violence and abuse. Initiates referrals.
- Completes and maintains the clients' documentation required for reporting outcomes and to adhere to the accreditation standards, in a timely manner.
- Completes on-going Feedback Informed Treatment Scales with the clients to monitor progress and make adjustments as required in real time based on clients' feedback.
- Utilizes the Response based Approach, (oral and written) through using unilateral language and positive social responses.
- Follow the mission, vision and beliefs of the Calgary Women's Emergency Shelter.

Qualifications and Skills

Educational requirement:

- Bachelor of Arts Criminology and Justice Studies. An equivalent combination of education and experience with Alberta Family Court systems may be considered.

Certificate(s) requirement:

- A Criminal Record and Vulnerable Sector and Child Intervention Check are conditions of employment.
- If holder of an eligible degree, registration with an associated professional body.
- Must have current CPR and First Aid certification.
- Must have current Applied Suicide Intervention Skills Training.

Experience requirement:

- Experience and knowledge of the Alberta Family Court Systems.
- Knowledge and experience working with family violence and abuse.
- Effective oral and written communication skills and presentation skills.
- Able to plan, organize, and prioritize responsibilities to meet deadlines. Can effectively manage multiple tasks and varying workloads.
- Knowledge and awareness of culturally sensitive client needs and resource availability.
- The ability to analyze situations in guiding safety plans that supports the client's safety and the safety of others in court.
- Strong knowledge and linkage to external services and systems that are available to the clients.
- Must be discreet and maintain confidentiality to safeguard the security of the clients.
- Ability to work together in a team setting by being positive, professional and approachable.
- Ability to maintain a calm manner, deploy critical thinking strategies in unpredictable circumstances and respond effectively.
- Maintain professional boundaries

Skills requirement:

- Must have a valid driver's license and own vehicle.
- A second language would be an asset.

TO APPLY: Please submit your resume and cover letter via ReachHire (<http://reachhire.ca/index.php>)

CLOSE DATE: Review of applications begins on November 16, 2017. The position will remain open until filled.

The Calgary Women's Emergency Shelter is committed to diversity and inclusion within its workforce, and encourages qualified candidates from all genders, religious, ethnic and social backgrounds to apply.

We thank all candidates for their interest, only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.