



## JOB POSTING

POSTING #:2024-01

POSITION TITLE: CASE MANAGEMENT DEVELOPER (FULL TIME, 2 YEAR CONTRACT)

## THE OPPORTUNITY

*Join one of the [Top 10 Canadian Youth Impact Charities of 2022](#) today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.*

*Learn more about Eva's Initiatives and the work that we do.*

*[About Us - Eva's Initiatives for Homeless Youth \(evas.ca\)](#)*

## ROLE OVERVIEW

The Case Management Framework Developer plays a crucial part in creating and implementing a comprehensive framework that guides Eva's staff in providing effective support to the youth we serve. While not directly working with young people, your contributions will have a profound and transformational impact on improving the quality and effectiveness of the services we offer.

The primary responsibility will be to develop and implement an Afrocentric, trauma-informed care framework tailored through Eva's Youth Journey Map, to address the unique needs of each, youth receiving support at Eva's. The case management approach will foster a safe and empowering environment for young people's physical, emotional, and social well-being. The incumbent will work with Eva's team to develop the Case Management Framework, training, and implementation plan.

In addition, the incumbent will establish documentation and reporting procedures to monitor the progress and impact of the framework and ensure seamless integration with the Apricot Case Management System.

The role reports directly to the Senior Director, Equity, and works closely with the whole Program and Services team at Eva's.

## RESPONSIBILITIES

### **Case Management Framework Development:**

- Collaborate with stakeholders, including shelter and program staff, mental health and equity professionals, community organizations, and the youth population, to identify specific needs and challenges.
- Create a structured and adaptable framework that caters to Black youths and their varying levels of intersectionality.
- Design and implement a holistic case management framework that addresses the unique circumstances of Black youth experiencing homelessness.

**Research and Analysis:**

- Conduct thorough research on existing case management models, harm reduction strategies, and youth support frameworks to inform the development process.
- Analyze data and insights from various sources, including youth feedback, case studies, and program evaluations, to continuously improve and refine the framework.
- Documentation and Training:
- Develop comprehensive documentation for the case management framework, including guidelines, protocols, and step-by-step procedures for case managers, youth service workers, and harm reduction workers.

**Stakeholder Collaboration:**

- Work closely with case managers, youth service workers, and harm reduction workers to gather insights, feedback, and real-world experiences to shape and fine-tune the framework.
- Collaborate with leadership to align the framework's objectives with the organization's overall mission and goals.

**Assessment and Intake:**

- Develop assessment and intake procedure informed by Africentric principles, youth lead and trauma informed care approaches.
- Develop tools for managers and front-line staff to conduct thorough assessments of each youth's background, experiences, trauma history, and current needs.

**Trauma-Informed Care Planning:**

- Ensure that all interventions and services are grounded in evidence-based trauma care approaches, addressing individual needs, and fostering healing.
- Prepare guidelines for frontline staff to develop individualized care plans, through the Youth Journey Map, that consider the trauma backgrounds of residents.
- Ensures framework utilizes trauma-informed principles to guide all interactions and interventions.
- Coordinate with the Training and Development Manager to lead efforts to train frontline staff in trauma-informed care to create a supportive and understanding environment for the youths.

**Counselling:**

- Design instruments for frontline staff to utilize cognitive-behavioral techniques to help youth develop healthier cognitive processes.
- Design approaches for frontline to implement in Assessment and Goal Setting, Therapeutic Relationship Building, Crisis Intervention and Cognitive-Behavioral Interventions.

**Quality Assurance:**

- Ensure consistent monitoring and effective case management is tailored to support youth across all sites.
- Conduct quality assessments and audits for case management to ensure effective implementation and documentation,
- Identify emerging or reoccurring concerns for ongoing improvements.

**Documentation and Reporting:**

- Implement Eva's Youth Journey Map to better understand the challenges faced by youths throughout their time in the shelter, identifying opportunities for targeted interventions and support.
- Continuously monitor and assess the effectiveness of the framework through data collection and feedback from the target population.
- Outline procedure to maintain accurate and up-to-date case records, progress notes, and assessments.
- Compile and analyze data to measure the effectiveness of interventions and track resident outcomes.

**Apricot Database Management System Integration:**

- Oversee the integration of the case management framework data into the Apricot Database Management System.
- Provide guidance and support to staff in using the system effectively for accurate and timely data entry.

**Continuous Improvement:**

- Monitor the effectiveness of the framework through regular assessment and data-driven analysis, making necessary adjustments to ensure its relevance and impact.
- Stay up-to-date with the latest trends and advancements in case management, youth services, and harm reduction to incorporate innovative approaches into the framework.

**Other Duties as Assigned**

- Attend, participate in team, staff meetings, and all-staff meetings as required.
- Participate in agency quality improvement activities, e.g., committee work, special events, etc.
- Participate in quality improvement activities at the team, program level.
- Participate in external committees as required.
- Duties may change from time to time.

**QUALIFICATIONS**

- Bachelor's or master's degree in social work, psychology, counseling, or a related field.
- Minimum five (5) years' related work experience.
- Previous experience working with homeless youth or individuals who have experienced trauma.
- Demonstrated experience in developing and implementing case management frameworks and trauma-informed care programs for marginalized youths.
- Demonstrated ability to effectively utilize evidence-based interventions skills to address mental health, substance use etc.
- Strong understanding of the challenges faced by Black, Indigenous, LGBT2+ youths, substance users, and mental health youths living in homeless shelters.
- Demonstrated ability to maintain a professional attitude (maintain confidentiality, and build trust with residents), rational detachment and a problem-solving, therapeutic approach while working with sometimes challenging clients and in stressful situations.
- Ability to effectively manage change on an organizational and program level.
- Familiarity with community resources and services for homeless individuals.
- Proficiency in record keeping and case documentation.

- Be flexible, manage changing priorities and make quick decisions.
- Experience working with database management systems, particularly Apricot or similar platforms.
- Excellent interpersonal and communication skills, with the ability to build rapport with diverse populations and engage effectively with stakeholders.
- Proven leadership and team management abilities, with a focus on collaboration and inclusive decision-making.
- Sensitivity to cultural diversity and a commitment to promoting equity, inclusion, and social justice.
- Proficiency in using database management system, Microsoft Suite and online meeting platforms (MS Teams, Zoom etc.)

## APPLY

Submit a cover letter and resume in one PDF document to [careers@evas.ca](mailto:careers@evas.ca). Be sure to indicate **2024-01 Case Management Developer** in the title. The role will be posted until the position is filled.  
No phone calls, please.

## CONDITIONS OF EMPLOYMENT

<https://www.evas.ca/conditions-of-employment/>

## LAND ACKNOWLEDGEMENT

<https://www.evas.ca/land-acknowledgement/>

## LOOKING TO LEARN AND GROW WITH US?

Check out all our employment opportunities on our website at <https://www.evas.ca/employment/>

## Eva's Initiatives for Homeless Youth

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