

## **Institutional Visitation Coordinator/Adult Services Caseworker**

### **Competition #2010-01IVCASC**

Full Time – 37.5 hours/week

The Calgary John Howard Society is seeking a full time Institutional Visitation Coordinator/Adult Services Caseworker to join the Adult Services Team.

#### ***Primary Program Description***

The Institutional Visitation Program provides direct assistance, guidance and support to individuals incarcerated at Calgary Correctional Centre, Calgary Remand Centre and local forensic facilities. Providing appropriate direction and support, assisting with release planning and connecting clients with appropriate resources are intended to reduce the negative impact of incarceration and maximize the potential for reintegration success.

#### ***Adult Services Activities***

Adult services at the main office consist of a variety of reintegration programs aimed towards assisting individuals who have been, or are at risk of conflict with the law. These programs involve emergency intake and assessment, literacy and education, employment preparation/training, and institutional visitation services. The Adult Service Team works together to best meet the needs of individual clients. To function most effectively services are coordinated and responsibilities shared across the team with the exception of specialized services. The Adult Service Team will determine how all adult services can be provided to ensure the most effective functioning of the Team and will organize the delivery of services across programs to best meet the needs of clients.

#### **Job Description**

The Institutional Visitation & Adult Services Caseworker will demonstrate a high degree of versatility as a member of a dynamic and fluid Adult Services Team. The Caseworker will have a primary responsibility to coordinate all aspects of service delivery within the Institutional Visitation Program yet engage in shared delivery of services across programs within the Adult Services Team. A continuum of service will be established; working with incarcerated individuals at identified institutions and providing continued support as needed upon release. Services provided in the institutions will be identified as having the most potential to have positive community impact.

The Institutional Visitation Program Coordinator/Caseworker will be responsible for coordinating all aspects of service delivery and program development; providing direct assistance and support to individuals in custody and providing follow-up support upon release as deemed appropriate. Detailed data collection, client follow-up support and client progress/program evaluation are integral components for program development purposes.

The Caseworker will foster positive working relationships with institutional staff. Timely client service delivery will be provided to those requesting services by telephone, those submitting a formal request form and/or those identified by institutional staff as requiring agency support. The Caseworker will also be responsible for the collection and summary of statistical information and data, performing administrative tasks as required, and attending all Agency and Adult Service Team meetings as scheduled.

#### **Key Responsibilities**

##### ***Primary Program & Adult Service Delivery Activities***

- Coordinate all aspects of service delivery of the Institutional Visitation Program
- Collaborate with key staff at identified institutions to foster positive relations and develop strategies that would best meet target population and institutional needs

- Explore and implement effective strategies for identifying and working with individuals that would most benefit from services
- Respond to requests for services in a timely manner
- Interview, assessment and case plan development in accordance to individual need
- Assist clients towards the development of realistic release plans
- Provide information, guidance and follow-up support as needed
- Provide internal and external referrals and/or connect clients with appropriate services
- Assist clients to access bank accounts for the purpose of paying fines and/or bail
- Act as liaison between clients and institutional staff as necessary
- Conduct long distance and local calls on behalf of clients as appropriate
- Advocacy in relation to specific client issues as necessary and/or to impact policy change
- Develop knowledge of and maintain positive relationships with, appropriate community resources (basic needs, counselling, addictions treatment, employment, education, etc)
- Recruit, train, manage and support potential volunteers as required
- Provide support to and participate in adult service delivery exchange with Adult Service Team
- Provide coverage for Intake services as required

#### ***Administrative***

- Creating/maintaining client files, case notes and running records
- Development of appropriate data collection and program evaluation tools
- Development of logic model and outcomes measurement tools
- Collection and summary of data in accordance with logic model
- Ongoing program evaluation and development
- Ongoing data entry on computer database
- Completion of agency quarterly reports, annual reports and reports for funders
- Participate in scheduled Agency and Adult Service Team meetings

#### **Competencies:**

- Understanding of the criminal justice/correctional systems and relevant internal/external resources
- Ability to network, establish and maintain positive working relationships with community agencies and resources
- Effective communication, decision making and assertiveness skills
- Experience working one on one with clients in community and/or institutional settings
- Effective interviewing, assessment, and counselling skills
- Ability to apply sound casework practices
- Ability to collaborate professionally and diplomatically within a institutional environment
- Healthy personal and professional boundaries
- Effective organization and time management skills
- Effective working knowledge of basic computer and database applications
- Knowledge of outcomes measurement and logic model applications
- Ability to create and apply detailed data collection and evaluation tools
- Ability to take initiative, work independently and exercise creativity as needed
- Able to demonstrate versatility and flexibility within a team environment
- Experience working with volunteers
- Self-starter, willing to take initiative and be creative

**Qualifications:**

- Related post-secondary education or equivalent experience
- Experience in program development and coordination
- Experience in all aspects of case management
- Effective decision-making/problem-solving skills
- Flexible, non-judgmental attitude and an understanding of social/criminal justice issues
- Satisfactory Criminal Record Check and Security Clearance
- Valid Class 5 driver's licence and access to reliable vehicle

**Salary Range: \$33,737 - \$40,021      Start Date: March 1, 2010**

**Resume Submission Deadline: February 5, 2010:**

**Please submit cover letter and resume to:**

Leslie McMechan, Assistant Executive Director  
Calgary John Howard Society  
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Fax: (403) 265-2458  
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We thank all candidates who apply however, only those selected for further consideration will be contacted.