**Job Summary**

The primary functions of this role are to:

* Provide housing related client support and safety planning;
* Tenancy management and housing transition oversight under the NS Residential Tenancies Act;
* Ongoing development and delivery of the Economic Independence Program;

Responsibilities include conducting client intakes, assessing needs related to housing, food security, and financial stability, and creating individualized support plans. The position also includes providing advocacy, facilitating community and system referrals, supporting job readiness and financial literacy, and assisting with housing stability. Additionally, the role involves maintaining accurate documentation and collaborating with other internal departments and external service providers. The Housing Case Manager will also participate in community outreach, educational workshops, operational tasks, and assist clients in coordinating move-in/move-out logistics.

**This is a full-time permanent position.**

**Job Accountabilities**

### **Client Support and Safety Planning**

* Assesses the emotional, physical, and mental needs of women to determine their housing, food security, economic independence, and other skills to support their journey to independent living.
* Administers approved screening tools and assessments with service users to determine the level of risk and/or skills assessments.
* Participates in case conferences with clients and provides advocacy and community referrals.
* Supports housing admissions program and determines the suitability of Alice House’s safe-housing program to their family needs.
* Facilitates safety-planning; works collaboratively with team members to review, develop, improve, and communicate changes to safety plans, as needed.
* Offers community and system advocacy; takes a collaborative approach in the best interest of the client while supporting clients with self-advocacy when at all possible.

### **Economic Independence Programming**

* Facilitates small group/workshops/educational material development to support housing and economic independence learning amongst past and present clients.
* Develops arrears management plans to support housing stability.
* Works collaboratively with clients to set and measure goals related to their housing and economic independence.
* Provides housing stability support to include maintaining the household, navigating utility providers, and eliminating rental arrears, confirming co-habitants, and supporting sourcing of solutions.

### **Tenancy Management and Housing Transition Support**

* Drafts and maintains records of tenancy leases and ensures adherence to the Residential Tenancy Act of Nova Scotia.
* Builds and oversees a housing support plan for each client to proactively support clients in successful program engagement and eventually, successful transition to independent housing.
* Responsible for arrears tracking, reporting arrears to management, developing payment plans, and liaising with clients.
* Communicates move-out dates and establishes move-out plans that oversee and support women in their transition.
* Coordinates with movers, move-in packages, and provides on-site housing support occurring upon move-in and move-out, including assisting with packing abandoned property.
* Assists with unit transition and preparation, including but not limited to cleaning and/or packing abandoned property, as necessary.
* Provides eviction prevention support including support in learning how to maintain a household, navigating utility providers, and eliminating rental arrears, confirming co-habitants, and supporting sourcing of solutions.
* Enacts safety protocols to ensure the ongoing safety, security, confidentiality and monitoring of safe housing properties.
* Foster a sense of community through tenant mediation and building meetings.

### **Administration and Professional Development**

* Supports record maintenance of past and current tenants including residency issues, crisis intervention, and incident reports.
* Maintains accurate and thorough documentation to help inform case management plans and support services.
* Participates in organizational initiatives and special projects, as directed.
* Participates in operational protocol development and team decision-making as directed.
* Compiles and tracks client service access; contributes statistics and insights to effectively articulate relevant service impact to community and core funders.
* Contributes to ongoing improvement and service excellence.
* Pursues community education and prevention opportunities specific to improving the economic independence of women who have experienced domestic violence.
* Ensures programming and education are responsive to the needs of service users and the community while grounded in research and best practices, as it relates to Case Manager programs/education.

**Skills/Qualifications**

* Post-secondary degree in social work or social services, strongly preferred.
* Registration with a governing body is considered an asset.
* A car, valid driver’s licence and access to a reliable vehicle, required.
* Related experience or training on topics of intimate partner violence and/or the legal system, strongly preferred.
* Experience with Homeless Individuals and Families Information System (HIFIS) considered an asset.
* Certification in Standard First Aid and CPR, Certification in Non-Violent Crisis Intervention, Suicide Intervention (ASIST), or a commitment to secure these requirements within 3 months of hire.
* 3+ years’ experience working in a case management and/or counselling capacity with adults; experience with female-identifying individuals is considered an asset.
* Must be comfortable working independently within a team context; must be comfortable working independently with minimal supervision for extended periods.
* Must be able to work flexible hours into the evening.
* Must demonstrate excellent professional communication skills.
* Must demonstrate excellent judgement and boundaries.
* Must be comfortable standing or sitting for long periods.
* Must be able to walk short distances and able to climb up to 3 flights of stairs at a time.
* Demonstrated capacity to engage and maintain positive partnerships with key stakeholders of outside agencies and government.
* Demonstrated experience working with clients experiencing trauma or crisis.
* Must have a developed understanding of Trauma Informed Practice and actively integrate this practice into interactions with clients and fellow staff members.
* Have extensive knowledge of community agencies and services available to women in Halifax Region.
* Must be cognizant of the issues, concerns, and struggles that are faced by women and their children experiencing family violence.
* Demonstrates flexibility, strong organizational skills and time management skills, and facilitation skills.
* Adhere to professional boundaries and possess a strong work ethic.
* Intermediate computer literacy and proficiency with computer programs like Windows, Google, MS Word, Internet and Email.

**Additional Position Details**

This full-time on-site position is in downtown Dartmouth, Nova Scotia. Work hours are Monday to Friday with an 8-hour workday, which includes 1 hour of paid breaks. This position reports into Director of Programs and Services. Provides after-hours, including weekends, on-call phone coverage for the Property Manager absence; up to 22 days per year. This position requires access to a reliable vehicle and valid driver’s license and ability to work flexible hours, on occasion, to meet business and safety needs.

**Benefits and Perks of working at Alice House:**

* Salary Range $50,000 - $55,000
* Comprehensive Health & Dental Benefits (subject to approval by the insurance provider)
* 100% employer-paid Health & Dental plan premiums
* Healthcare Spending Account
* (3) weeks' vacation
* Bonus Christmas vacation days
* Half-days on the last Friday of every month (“Wellness Friday”)
* Employee & Family Assistance Program (EFAP)
* Paid professional development opportunities
* Employee Social Committee

To learn more about how Alice House provides safe second-stage housing and supportive counselling for women and children in Nova Scotia check out our website [Alice House](https://alicehouse.ca/).

To ensure a match between the right candidate & Alice House our interviews process is or a combination of:

- Application review

- Pre-screening call

- Interview(s) and assessment

- References, background check, vulnerable sector check and other proof document collection.

All candidates are required to successfully complete a criminal reference check with vulnerable sector search and child abuse registry. Validate first aid certificate with CPR – level C, AED is required or obtained within 3 months of starting.

We are an equal opportunities employer who is committed to creating an environment of belonging for all. We welcome the unique contributions of all suitably qualified persons. Based on the clientele we serve we strongly encourage female applicants.

Alice House is committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you are contacted by Alice House regarding a job opportunity, please advise if you have any restrictions that need to be accommodated. All information received in relation to accommodation will be kept confidential.

Please submit resume with cover letter in one PDF document to [jodi@grassrootshrconsulting.ca](mailto:jodi@grassrootshrconsulting.ca) on or before September 26th, 2025.

We thank all those who apply. Only those selected for further consideration will be contacted.