



Residential Caseworker – Caitlan’s Place (Designated)

Position: Residential Caseworker

Reports to: Caitlan’s Place House Director

Location: Central Halifax

Pay Scale: \$44,362.00 per year

Work term: Permanent

Hours: Monday – Friday 8-4pm

Deadline: Deadline extended, posted until filled

This position is designated for individuals who self-identify as Indigenous and/or African Nova Scotian.

Coverdale Courtwork Society (Coverdale) is a non-profit charitable organization that supports women, trans, non-binary and gender diverse individuals who are involved in the criminal justice system in the Halifax Regional Municipality. Coverdale works in the provincial and federal courts, jails, and in the community to provide comprehensive trauma informed and restoratively driven services that address the needs of marginalized and criminalized persons. Coverdale’s pillars of service delivery include court support, bail support, housing, programming, and advocacy. The society’s programs are governed by a volunteer board of directors and directly operated by a team of skilled professionals trained in the fields of social work, law, social and human services, addictions and mental health, and criminal justice.

Coverdale is seeking a Residential Caseworker for Caitlan’s Place, a new housing program in Halifax that combines supportive housing with flexible and voluntary support services for women and gender diverse individuals who are experiencing poverty, mental illness, addictions, homelessness, and the criminal justice system with a strong focus on individuals seeking bail. Coverdale understands that without access to housing and services, many people experiencing homelessness are trapped in a homelessness-jail cycle—rotating in and out of jail, detoxification centers, and emergency health care. Caitlan’s Place provides 15 single-occupied rooms, shared living spaces, laundry facilities and on-site 24/7 wrap-around care and reintegrative support services.

The Residential Caseworkers are responsible for the overall operation of the house by providing daily support for clients that will enhance their quality of life and help them maintain their housing. They will work with the team to create a safe, secure, and accepting environment for the 15 tenants. We are looking for dedicated and passionate individuals who are committed to making a difference in the lives of the people we serve and who share our mission, vision, and values. We are seeking team players who can work collaboratively with the team, and the broader community, to deliver rights based, client-centred services that



emphasize self-determination and are flexible. This is an on-site, front-line position working directly with clients and involves a variety of duties.

Key Responsibilities

- Establish a respectful working relationship with all clients, contacting and getting to know individuals.
- Support tenants in meeting their basic needs and maintaining their housing.
- Create a safe, accepting environment that values individuals' privacy and choices.
- Assist clients to develop support plans and connect with appropriate supports and community-based resources.
- Work with clients to identify and develop programs and activities that meet their interests and needs.
- Work closely with community based and government agencies to ensure integrated service delivery.
- Encourage and support clients to live as fully and independently as possible within the local community, providing information, emotional, organizational, and practical support, and training as appropriate.
- Be prepared to work calmly and together with your team, paramedics and police in crisis situations.
- Design, develop and deliver personal development programs, workshops, and services.
- Follow established practices of harm reduction strategies.
- Provide support to clients during crisis and while under the influence of substances.
- Be familiar with de-escalation strategies.
- Assist clients in their units as needed to de-clutter, clean and prepare for pest control.
- Identify and assess potential emergency situations and respond appropriately
- Monitor visitor access and activity in common areas.
- Establish and maintain a positive working relationship with the team.
- Participate in staff meetings, training programs and workshops as necessary.
- Stay up to date regarding relevant information and manage records and files to ensure precision and privacy.
- Actively seek the views of clients and involve them in decision-making to improve their services and accommodations



- Maintain complete documentation, statistics and records in files and on HIFIS
- Provide feedback and input to the House Director to help improve and enhance all aspects of service delivery.
- Other duties as necessary and/or as assigned.

Education, Training and Experience

Bachelor of Social Work, Social Services Diploma or equivalent and/or experience with mental health/addiction, the criminal justice system and homelessness issues

- Minimum of 1 years' experience working with vulnerable populations including people with mental health issues, substance use issues and complex needs
- Experience working in supportive housing would be an asset
- Experience working in the criminal justice system would be an asset
- Commitment to problem-solving, strength-based approach
- Commitment to using a people centered, anti-oppressive, trauma informed and harm reduction practice.
- Ability to respond to problematic behavior and to develop effective solutions
- Knowledge in de-escalation methods
- Proven ability to work within a team environment
- Excellent communication skills verbal and written
- Good organizational skills and time management

Required Trainings (To be completed within 6 months of employment)

- Standards First aid/CPR Level "C"
- Non-Violent Crisis Intervention
- Naloxone Training
- Applied Suicide Intervention Skills (ASIST)
- All other trainings as required

Please submit your Cover Letter and Resume in confidence to Ashley Avery at ed@coverdale.ca

We thank all applicants for their interest, however, only candidates selected for an interview will be contacted