Job Posting

Mission: To help heal the human spirit

Vision: A future without violence

Values: Empathy, Care, Collaboration, Innovation, Courage

Job Title:	**Shelter Support Case Manager - Evenings**	**Last Updated:**	October 2026

At Radiance, our **core values** are engrained in everything that we do. They are the guiding principles behind the pursuit of our goals and the actions we take.

We are building a community of fun, caring and adaptable team members who demonstrate these **values** in their everyday life. If this sounds like someone you know, we want to hear from them!

PURPOSE OF THE POSITION

The **Shelter Support Case Manager - Evenings** is a part-time role that provides case management and client support during the evenings outside of regular office hours.

This specific role covers Monday to Friday 6:00pm-11:30pm.

WHAT YOU WILL BE ACCOUNTABLE FOR

- Use principles of client-centered, trauma-informed care to provide support and crisis intervention for women and children shelter residents who have experienced violence.
- Support clients in navigating systems, provide referrals and support clients in completing applicable applications in partnership with their assigned Case Managers.
- Support the overall health and safety of Residents during evenings and weekends.
- Support/provide individual and group learning opportunities for the clients and families of the shelter.
- Maintain the safety and security of the shelter. Report concerns to the organizational and/or facilities on-call, as well as property owner emergency line and the appropriate authorities if required.
- Establish and maintain ethical clear documentation as required of all phone calls or in-person contact with clients (i.e.: case notes, safety plans, assessment plans), community meetings, and work conducted with and/or on behalf of families.
- Maintain accurate documentation in client files (using agency data base-i.e: Outcome Tracker)
- Keep well-informed of changes with resources in the community and update clients and staff.
- Support effective individual and group programming through supporting group design, development and facilitation as required.
- Establish and maintain professional relationships with colleagues. Collaborate and communicate progress of the clients with ICM, Child and Youth Worker, Parent Child Educator and Play Therapist to ensure seamless service delivery.
- Foster an environment that is welcoming and inclusive and interact with clients in a trauma informed, strengths-based approach.
- Participate in regular team meetings and case conferencing.

- Attend individual supervision, team meetings, staff meetings, professional development and training as required.
- Adhere to Radiance policies, procedures, practices, and Code of Ethics.
- Demonstrate professional attitudes, characteristics, and practices.
- Participate in the development of a healthy and safe working environment.
- Promote Radiance Family Society's image by acting as an ambassador of the agency.
- Maintain on-going professional development.
- Participate in annual performance reviews.
- Maintain current standing in a regulated professional association and follow the stated Professional Codes of Conduct, Standards of Practice and Professional Ethics.
- Other duties as assigned.

QUALIFICATIONS AND SKILLS

- 2nd year Student in a Diploma or bachelor's degree in social work program or related discipline.
- Completed Diploma or bachelor's degree is an asset.
- 1-2 years-related field working with vulnerable people with complex needs.
- Thorough understanding of domestic violence and trauma informed practice.
- Knowledge and skills in crisis counselling, supportive counselling, and trauma.
- Demonstrated ability to engage and build relationships with diverse populations.
- Skilled in creating a safe therapeutic environment and fostering hope when meeting with clients.
- Competent computer skills including effective working skills of MS Word, Excel, PowerPoint, and data tracking IT systems required.
- Proven time management skills with thorough planning & organizational skills.
- Recognized for maintaining confidentiality, particularly around sensitive issues and situations impacting clients.
- ASIST Training.

JOB REQUIREMENTS

- Clear Police Security/Vulnerable Sector Check to be maintained.
- Clear Child Intervention Check to be maintained.
- Valid First Aid certificate including infant and child CPR.
- Standing, bending, crouching, and lifting required.
- Work Monday through Friday 6:00pm-11:30pm.
- This role is not eligible for Hybrid Remote work.

Interested applicants should forward a cover letter and resume to HR@radiancesociety.ca and place in the subject line: Support Case Manager - Evening

Indeed: https://ca.indeed.com/job/shelter-support-case-manager-week-day-evenings-df7056b3840d39f0

Radiance is an equal opportunity employer. We thank all applicants for their interest, however, only those selected for an interview will be contacted.