

Navigate Complexities. Create Change. Together.

This is our purpose at CUPS. Our unique integrated approach to care empowers people to work holistically to create and achieve goals that support their well-being and builds readiness to navigate and access support in the community. As a formative presence, we work together to build better systems and a stronger community.

Clients depend on us, supporters trust us, and partners count on our collaboration. We do not take this responsibility lightly – **we are accountable for our words, our actions, our relationships, and most importantly, ourselves.** Through a compassionate lens, we afford every person dignity in their interactions with us. We proactively seek opportunities for continuous learning with open minds and transformative spirits. Through our culture, rooted in our values, we will achieve our purpose and ambition.

Position Overview: Manager, Coordinated Care (RSW)

Location: Calgary, AB –CUPS Office 1001 10 Ave SW, 1-2 days remote as approved

Reports To: Director, Programming

Scope: Manager level; 9+ Direct Reports,

Schedule: Full-time, 1.0 FTE. 37.5 hours per week Mon-Fri 8am-4pm. Overtime hours may be occasionally required to meet the demand of program reporting.

The Role

At CUPS, we are committed to **creating an inclusive, trauma-informed, and compassionate first point of entry** for individuals seeking care and support.

As the **Manager, Coordinated Care**, you will play a pivotal role in ensuring clients receive a caring and coordinated experience from the moment they walk through our doors. This position oversees the **Welcome Team, Care Coordination, and Basic Needs Fund (BNF) administration**, ensuring seamless service delivery aligned with CUPS' **integrated care approach**. If you are a **seasoned people leader** with expertise in **program design, mentorship, and community collaboration**, we encourage you to apply!

Why Join Us?

At CUPS, you will lead a **dynamic and impactful team** that serves as the first point of contact for clients accessing our services. You will oversee program development, staff mentorship, and service coordination, **ensuring high-quality, trauma-informed care** that fosters trust and stability. Working alongside **external partners and internal leadership**, you will help shape a **welcoming and effective service environment** that meets the needs of structurally marginalized individuals. This is your opportunity to lead **meaningful change** while supporting **collaboration, innovation, and client-centered programming** in a mission-driven organization.

Your Impact

Leadership & Team Development

- Model and create an **approachable, trauma-informed, and client-centered** first point of contact for workers, clients, and guests.
- Provide **direct supervision** to the **Team Lead, Client Navigation, Care Coordinators, and Basic Needs Fund Coordinator**, ensuring alignment with CUPS standards and program goals.
- Develop and implement **program objectives, action plans, and continuous improvement initiatives** that enhance service delivery.
- Mentor and coach employees to **strengthen skills, identify gaps, and create development plans** for a high-performing team.
- Foster a **collaborative and values-driven culture**, reinforcing CUPS' mission and **integrated care model**.
- Engage with external partners to **enhance CUPS' Welcome Program**, strengthening **collaboration and service accessibility**.
- Oversee **recruitment, training, and engagement strategies** to develop and retain a compassionate and effective team.

Program Operations & Service Delivery

- Lead the **continuous improvement** of Welcome to CUPS Programs, ensuring services support **client success and team engagement**.
- Provide **daily guidance and workload planning**, supporting goal setting, team meetings, and performance management.
- Ensure program employees **integrate evidence-based approaches** like **Brain Science and CUPS' Integrated Care Tool** into client interactions.
- Maintain **accurate and timely client documentation** in **electronic records systems (CHR, HMIS, etc.)**.
- Develop and oversee the **annual operating budget**, ensuring **fiscal responsibility and program sustainability**.
- Ensure **Health & Safety compliance** within the building, creating a secure and supportive environment.

Stakeholder & Relationship Management

- Champion **CUPS' integrated care philosophy**, collaborating internally and externally to improve service coordination.
- Build and maintain **effective partnerships** with agency providers, community organizations, and service collaborators.
- Create a **safe and supportive work environment**, addressing **staff and client concerns** proactively.

- Represent CUPS in **committees, community forums, and partnerships**, furthering **advocacy and client services**.
 - Provide mentorship and share expertise with **students, volunteers, and guests** to **enhance CUPS' social justice impact**.
-

What You Bring

Required Qualifications:

- **3-5+ years experience leading teams/taking on leadership** roles in housing, community development, or financial support service,
- **8+ years** generalist experience in supporting vulnerable communities, social service or related field
- Extensive experience working with clients affected by poverty and trauma.
- **Registered Social Worker** with a minimum diploma (Bachelor's degree preferred) in Social Work or related field.
- Demonstrated leadership experience with **team coaching, supervision, and staff development**.
- Strong understanding of **trauma-informed care, Adverse Childhood Experiences (ACEs), and the socio-environmental determinants of health**.
- Familiarity with **mental health, poverty, substance use, and community support services**.
- Ability to **work independently, exercise critical thinking, and drive program excellence**.

Preferred Qualifications:

- Experience working in **multidisciplinary and integrated care models**.
 - **Brain Story Certification** (or willingness to obtain).
 - **Current CPR & First Aid** certification.
-

Employment Requirements:

- Criminal Record Check with Vulnerable Sector Screening

Working Conditions

- Technology use, including CHR Electronic Records System, MS Office 365 Suite.
 - Periods of stress due to work volume and work pace.
 - Manual dexterity required for computer use
 - Individual and collaborative team based work
 - Exposure to trauma and emotionally complex cases.
-

Apply Today!

If you are a **strategic leader passionate about trauma-informed client care**, we encourage you to apply!

Submit your resume and cover letter. Only those selected for interviews will be contacted.

Join us in **creating a welcoming, client-centered experience that fosters dignity, trust, and integrated care!**