

TEAM LEAD/ HOUSING
Intensive Case Management team
Full-Time Position – Edmonton, Alberta
Closing date: September 11, 2026

Native Counselling Services of Alberta's mission is to promote the resilience of the indigenous individual and family, through programs and services that are grounded in reclaiming our interconnectedness, reconciliation of relationships and self-determination.

Native Counselling Services of Alberta (NCSA) is currently looking for a dedicated, motivated individual to join our Integrated Case Management Team (ICMT) for the role of Team Lead. The individual will provide day to day leadership, mentorship and program support to frontline staff working with individuals and families navigating housing, stabilization, systems access, wellness and long-term goal planning. The individual we are looking for must be dependable, work with management, be productive, trauma informed and committed to guiding staff and clients through complex and changing situations in a positive and strength-based manner.

Specific responsibilities of the position include:

- To provide day-to-day supervision, coaching, guidance and mentorship to ICMT support staff.
- Oversee caseload distribution and ensuring consistent program and staff coverage.
- Ensure compliance with NCSA policy, administrative guidance, funder expectations and safety protocols.

Our ideal candidate would have the following qualifications:

- **In-depth experience and working knowledge of Indigenous communities, cultures, healing and language.**
- Demonstrated understanding of historic trauma and the impacts of colonization on Indigenous individuals, families and communities.
- Experience providing supervision, mentorship or leadership to frontline staff is a strong asset.
- Strong understanding of case management, crisis intervention, safety planning and community resource navigation.
- Proficiency in documentation, program reporting and use of information technology.
- Knowledge of various systems available including housing, income supports, justice, health, child and family services and community-based supports.
- Ability to build strong working relationships with internal and external partners while maintaining confidentiality and professionalism.
- Effective written and verbal communication, interpersonal skills and strong organizational/ time management skills.
- Ability to always represent Native Counselling Services of Alberta in a professional and respectful manner.
- Must have current criminal record check, child intervention check and valid Alberta driver's license.
- Must have a reliable vehicle with required liability insurance for the position.

Starting Range - \$50,000.00 - \$55,000.00 annual

Please forward your resume and cover letter to:

Marg Milicevic, Manager, Human Resource

.Email: careers@ncsa.ca

Thank you for your interest in joining the NCSA team. Only candidates selected for an interview will be contacted.

We are committed to providing a workplace that is inclusive and accessible to all. Should you require accommodation during the hiring process, please contact our Human Resource team.