



Giving Hope Today

Employment Opportunity

The Salvation Army Community Services (Calgary)

Client Service Worker

Location: Calgary – Downtown

Position Type: Regular Full-time

For more than 130 years, The Salvation Army has had the privilege of serving vulnerable people in communities across Canada. Last year, we helped over 1.7 million people. The Salvation Army not only provides the necessities of life such as food, clothing and shelter, but our programs address needs such as addictions, language barriers, loneliness, unemployment and family challenges. Our services continually adapt to meet emerging needs.

At work in more than 400 communities across the country, The Salvation Army has grown to become one of Canada's largest non-governmental providers of social services. An organization that has people at the core of its mission, they have taken unprecedented measures during COVID-19—altered their programs and service delivery—to ensure that those who rely on them for help stay healthy and safe.

Mission and Core Values

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Our values underpin all that we do:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

Position Summary

Reporting to the Men's Residential Manager or Assistant Manager, Client Services Workers provide client-centered support to residents at the Centre of Hope where a variety of services for men including shelter beds, addiction recovery and employment assistance. We also assist and provide guidance to people experiencing homelessness. We are seeking candidates with a proven customer service approach and solid references to support their compassion toward people. We require people who enjoy serving others and who can maintain their composure when situations escalate.

Hours/Schedule

This position is Regular Full-Time 40 hours per week; Tuesday to Saturday – 11:00 p.m. to 7:30 a.m.

Key Responsibilities

Provide entry to, and answer inquiries from, residents and visitors in a pleasant and courteous manner, while ensuring authorized people enter the building.

Conduct respectful client intake interviews, ensuring information is accurate, complete and documented, at the same time ensuring that residents receive and understand the expectations of them.

Answer phone, respond to inquiries, take messages, and forwards messages to staff and residents.

Accurately record pertinent information in the client database, logbooks, communication books and prepare occurrence reports, as required

Complete program documentation including meal lists, end of stay notices, rental receipts, contracts, incident reports, and other reports, as required

Store, record, and provide residents their medication and gear, following all policies and procedures.

Perform light housekeeping duties to keep the work area tidy, clean and sanitized.

Provide supplies and assistance to residents as needed, as well as receive concerns and providing avenues for resolution.

Communicate with co-workers during shift change

Coordinate client care relating to the safety and security

Pack up and store resident gear/belongs, as well as dispose of gear left behind

Perform attendant duties in the public laundromat, do laundry, and perform light housekeeping duties in the laundromat

May assist with pandemic public health measures such as screening residents and others entering the building.

Performs other related activities asked of by the manager and/or team leader on duty.

Required Competencies

Grade 12 Diploma is required.

Proficient in computer use, including Microsoft Office and database(s).

More than three months but less than one year of experience performing similar work and/or working with a marginalized client population

Experience in case management

Able to work with a diverse population including those experiencing strong emotions, distress, trauma and fear.

Energetic and able to manage stressful situations calmly, especially when serving a high volume of people needing service.

High morals, ethics and integrity.

Desire to support the mission and core values of The Salvation Army Emergency First Aid/CPR is an asset.

A satisfactory Police Information Check (PIC) with Vulnerable Sector search

Required to complete Armatius Abuse Training, Emergency First Aid/CPR and other required Health and Safety training

Position will remain posted until the right candidate is found.

Please apply by sending a resume to: hrresumes@salvationarmycalgary.org and in the email subject line please include the Competition # **MRS120920** of the position for which you are applying or click on https://www.indeedjobs.com/the-salvation-army-93f2e00/_hl/en?cpref=JXWAtnzf3XW5aRnY2g_zoikN87qYWwuQGAvpq64qmS4 to apply directly on indeed.

In accordance with The Salvation Army policy and legislated requirements, employment is conditional upon the verification of credentials and completion of a background check.

The Salvation Army will accommodate candidates as required under applicable Human Rights Legislation. If you require a disability related accommodation during this process, please inform us of your requirements.



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