



Giving Hope Today

Employment Opportunity

The Salvation Army Community Services (Calgary)

Resident Support Team Leader

Position Type: Regular Full Time – 70 hours bi-weekly

Location: Downtown Calgary

Position Summary

This position provides supervision, support, coaching, and guidance to Residential Support Workers to ensure they are able to complete all their job duties effectively; also provides a safe and secure environment for residents/ and visitors and practical support to reintegrate them into the community.

Hours/Schedule

Regular Full Time – 70 hours bi-weekly, Saturday to Tuesday.

Saturday 7:00 am – 3:30 pm; Sunday 3:00 am to 3:00 pm; Monday & Tuesday 3:00 pm to 11:30 pm

What you will be doing in your role

- Work alongside Resident Support Workers, volunteers, and students to ensure job duties are completed.
- Conduct resident intakes, goal setting and follow-ups.
- Maintain strong communication (written and verbal) for the benefit of the resident and the program.
- Monitor the activities of residents and maintains availability of personal, practical, and moral support; may include providing safe storage and recording of prescribed medication.
- Ensure resident assessment, admission, and orientation are being completed correctly, with dignity and respect.
- Work collaboratively with agencies (e.g., PACT, SOS, DOAP).
- Resolve all issues that arise within the building with residents or staff.
- Perform Resident Support Worker duties and other related tasks when needed.
- Provide training to new Resident Support Workers and provide resident advocacy as needed.
- Provide input into Resident Support Worker and Program Aid annual performance evaluations.
- Review policies, procedures, guidelines to suggest changes if any; review Resident forms to ensure correctness.
- Supervise the coordination and distribution of weekly food hampers.
- Conduct monthly tool and medication cabinet audits.
- Develop shift schedules for Resident Support Workers ensuring scheduled vacation and sick days are covered.

Required Education, Experience and Competencies

- Completed two years of Community College in a related field (i.e., social work).
- Current Standard First Aid certification with Level A or C CPR from an Alberta approved training provider.
- Proof of registration with the Alberta College of Social Workers if you have a social work diploma/degree

- One year but less than three years prior related experience in frontline work in a social service setting, life skills and experience in a related field.
- Understanding of, and ability to, work with people of diverse backgrounds and abilities that are vulnerable and find themselves homeless.
- Effective customer service skills.
- Computer skills including MS Outlook, Word, Excel and familiarity with databases.
- Responsive to safely resolve crisis situations and respond nonjudgmentally to problematic behaviors.
- Attentive listening and observation of body language and able to monitor and read the environment.
- Demonstrated trauma informed care, non-violent crisis intervention and de-escalation skills; ability to diffuse difficult situations.
- Strong verbal and written communication skills to convey information to residents and community partners.

Please apply by sending a cover letter and resume to: CSCalgary.HRResumes@salvationarmy.ca and please use the competition # **RSTL031023 in your email subject line.**

This competition will remain open until the position is filled.

We thank all applicants and those selected for an interview will be contacted.

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.

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.

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.



Imagine Canada believes that charities and non-profits have a responsibility to be innovative, transparent, accountable, ethical, and well-governed.