



Giving Hope Today

## **Employment Opportunity**

### **The Salvation Army Community Services (Calgary)**

#### **Coordinator, Program Security and Safety**

**Position Type:** Regular Full Time – 40 hours per week

**Location:** Downtown, and West Campus

#### **Position Summary**

This position works alongside Shelter and Housing Services front-line program staff to provide daily hands-on training, coaching, modelling, support, and guidance on safe client service, as well as emergency and other safety protocols, that creates a safe environment for residents and the program staff.

#### **Hours/Schedule**

Regular Full Time 40 hours per week; Monday to Friday, 9:00 am to 5:30 pm.

#### **What you will be doing in your role**

- Maintain strong written and verbal communication for the benefit of the residents and the program staff.
- Work collaboratively with agencies (e.g., CPS, EMS, PACT, SOS, DOAP.)
- Provide coaching and continual guidance to program staff on crisis intervention, emergency protocols and program evacuation responsibilities, modelling effective skills for the staff.
- Complete resident searches (gear and personal) room inspections and follow up as needed or directed.
- Ensure radios, required forms and documents are reviewed, updated and available on each shift.
- Coordinate and assist with daily patrols and program reporting.
- Monitor surveillance camera, requesting and providing required footage for legal representation when needed by external parties, and in accordance with policies and protocols.
- Resolve medical or physical distress situations that arise with residents by providing and/or supporting staff to perform first aid and/or calling EMS.
- Review Resident/Client Incident Report forms to ensure sanctions are relevant and appropriate to the safety and wellness infractions.
- Develop and maintain manuals related to this position to ensure information is up to date, so program staff understand this role.

#### **Required Education, Experience and Competencies**

- Completion of two (2) years of Community College in a social work or related field.
- Police Information Check (PIC) with Vulnerable Sector Search.
- Current Standard First Aid certification with Level A or C CPR from an Alberta approved training provider.
- At least two years prior related experience in frontline work in a social service setting, life skills.
- Have experience working with a vulnerable population and those who are experiencing homelessness.
- Knowledgeable about effective crisis intervention techniques.
- Attention to detail, problem solving and analytical skills.

- Excellent verbal skills for imparting and exchanging information with co-workers, describing events and collaborating with community agencies; excellent written skills to communicate with co-workers, and for preparing reports, documents and forms; active listening skills to be able to respond to residents, co-workers and others.
- Strong sense of integrity and confidentiality with professional ethics and a balanced sense of fairness and flexibility.
- Proficient in MSOffice 365 (Outlook, Word) and familiar with databases.
- Demonstrated trauma informed care, non-violent crisis intervention and de-escalation skills; ability to diffuse difficult situations and impart to others how to do the same.

**Please apply by sending a resume to: [CSCalgary.HRResumes@salvationarmy.ca](mailto:CSCalgary.HRResumes@salvationarmy.ca) and please use the competition # **CPSS250723** 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.

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.

### **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.