



Giving Hope Today

## Employment Opportunity The Salvation Army Community Services (Calgary)

### Warming Station Support Worker (10 vacancies)

**Position Type:** Temporary Full Time - 75 hours bi-weekly

**Location:** East Campus, Calgary

#### Position Summary

The Warming Station Support Worker is responsible for setting up warming stations at various locations throughout the city to provide warmth, food, and clothing to the unhoused during the winter months. The team travels to two different locations per day setting up the warming station and monitoring the activities of participants using the Mobile Warming Station to ensure compliance with program rules and expectations, as well as providing a safe and clean space for all.

#### Hours/Schedule

Temporary Full Time - 75 hours bi-weekly

**\* NOTE: This posting will be used to fill ten (10) available Warming Station Support Worker positions over 2 shifts.**

- Competition # [WSSW101823-TS](#) (5 vacancies): Temporary Full-Time – 75 hours bi-weekly Tuesday to Saturday, 11:00 am to 7:00 pm.
- Competition # [WSSW101823-STH](#) (5 vacancies): Temporary Full-Time – 75 hours bi-weekly Sunday to Thursday, 11:00 am to 7:00 pm.

Expected Start Date: November 14, 2023 and Expected End Date: March 31, 2024

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

- Work alongside Warming Station Team to ensure job duties are completed as needed.
- Travel to designated outdoor locations in Calgary using Salvation Army fleet vehicles and support the set up and take-down of a temporary Mobile Warming Station structure.
- Driving the fleet vehicles will be a requirement. Fleet vehicles include a cargo van and a passenger mini-van.
- Welcome, record attendance and connect with participants accessing the Warming Station.
- Maintain a safe, friendly, supportive, compassionate, and inviting environment.
- Serve and maintain supply of hot meals and refreshments to those visiting the Warming Station.
- Build meaningful and empowering rapport with clients experiencing systemic vulnerabilities and walk alongside them as they identify their immediate needs and goals.
- Effectively resolve conflicts among participants and de-escalate situations when needed.
- Refer participants who are looking for housing and other supports to a Resource Specialist when necessary.
- Ensure participants adhere to rules and guidelines to maintain a safe environment.
- Check for contraband in the space through general observations and period check of the space.

- Maintain daily recordkeeping and reports, as required; respond appropriately and effectively to emergencies.
- Utilize HMIS for recordkeeping of all unique visitors of the Warming Station.
- Ensure facility both internal and external are maintained in a clean and orderly fashion.
- Regularly debrief with Team Lead on-duty regarding program observations including best practice, continuous improvement initiatives, as well as participants personal needs and behavior.

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

- High school diploma plus specialized courses in addictions, social work or working with homeless individuals.
- Police Information Check (PIC) with Vulnerable Sector Search.
- Current Emergency First Aid certification with Level A or C CPR from an Alberta approved training provider.
- Incumbents with a Social Work diploma or degree must be registered with the Alberta College of Social Workers.
- Naloxone Training.
- Must have a class 5 driver's license and satisfactory Drivers Abstract with no restrictions. Must be comfortable driving larger fleet vehicles during inclement weather conditions. Driving is a requirement of the position.
- At least three months experience working with vulnerable populations.
- Ability to work effectively with homeless individuals of diverse backgrounds and abilities.
- Display a high level of initiative, effort, and commitment towards attending to the Warming Center needs.
- De-escalation and crisis management skills.
- Skills in Trauma-Informed Care, Mental Health First-Aid, and Non-Violent Crisis Intervention would be an asset.

Successful candidates, prior to hiring, may be required to provide/complete:

- Background check consent

**Please apply by sending a cover letter and resume to: [CSCalgary.HRResumes@salvationarmy.ca](mailto:CSCalgary.HRResumes@salvationarmy.ca) and please use the competition # [WSSW101823-TS](#) OR [WSSW101823-STH](#) 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.