



Giving Hope Today

Employment Opportunity

The Salvation Army Community Services (Calgary)

Resource Specialist (Women's Shelter)

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

Location: West Campus

Position Summary

The Resources Specialist provides support and case management, as well as implements programming, for the Women's Shelter residents.

Hours/Schedule

Regular Full Time - 70 hours bi-weekly;

Sunday, Monday, Tuesday and every other Wednesday; 8:00 am to 6:00 pm

What you will be doing in your role

- Welcomes and orients residents to program and services.
- Engages with community support services to determine appropriateness of referral.
- Conducts resident intake interviews, assessments, and completes follow-up tasks, as determined.
- Responds to community & resident inquiries, providing suggestions/info on resources and referrals.
- Provides resident support through several different channels/strategies based on resident needs.
- Signs agreements with residents regarding behaviour concerns.
- Performs various administrative tasks including entering and maintaining data base information, resident case notes, and other resident records; filing, photocopying and emails.
- Completes reporting requirements such as month ends, statistics and learning summaries.
- Provides emergency/crisis intervention and responds accordingly (may involve conflict resolution).
- Works collaboratively with community agencies to resolve resident concerns.
- Assesses and works with residents to develop SMART goals.
- Researches, creates, and presents information on programs and workshops.
- Attends meetings, event, committees (internal and external) and workshops, as required.
- May pack up and lift resident belongings; may facilitate approved group sessions with residents.

Required Education, Experience and Competencies

- Completion of a two-year diploma in a related social services or mental health field (i.e., social work, addictions).
- At least one year of prior related experience in frontline casework with an emphasis on mental health, homelessness, addictions, or social services.
- Current Standard First Aid certification with Level A or C CPR from an Alberta approved training provider.
- Satisfactory Police Information Check (PIC) with Vulnerable Sector Search and Child Intervention Check (due to work location being in the proximity of children).
- Incumbents with a Social Work diploma or degree must be registered with the Alberta College of Social Workers.

- Responsive to safely resolve crisis situations; responds nonjudgmentally to problematic behaviors.
- Strong verbal and written communication skills to convey information to residents and community partners.
- Able to effectively liaise with a range of service providers, agencies to establish or improve services.
- Attentive listening and observation of body language and continuously monitoring the environment.
- Self-motivated, able to work under pressure and manage time effectively, prioritizing work tasks.
- Computer and keyboarding skills, including proficiency in Microsoft Word, Excel, and familiarity with databases.
- Ability to occasionally pack and lift resident's belongings and engaging in recreational activities.
- Teamwork to make positive contributions to the team, support and always back up co-workers.
- Strong sense of integrity and confidentiality with professional ethics and a balanced sense of fairness and flexibility; and ability to stay calm in stressful situations.

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 and please use the competition # **RSWS012324 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.