



Giving Hope Today

Employment Opportunity The Salvation Army Community Services (Calgary)

Outreach Support Worker (Greater Forest Lawn)

Position Type: Regular Full-time

Location: Greater Forest Lawn area working out of our East Campus

Position Summary

This position provides street level engagement, meaningful support, foundational case management and necessary referrals to individuals who are precariously housed or experiencing homelessness in the area surrounding the Community Resource Centre and the Greater Forest Lawn area (April to November). During the winter season (December to March), will transition to the Mobile Winter Warming Stations.

Hours/Schedule

Monday to Friday; 8:30 am – 5:00 pm; 40 hours weekly. Hours are subject to change to support client needs, especially during the mobile winter warming station months.

What you will be doing in your role

- Develop relationship with individual experiencing homelessness through frequent outreach visits to foster trust building and identifies and encourages appropriate access to services when necessary.
- Provides emergency/crisis intervention and responds accordingly (may involve conflict resolution).
- Engage visible clients living in public places and provide on-going support as needed.
- Explore, develop and advocate for clients when they need help seeking services within CS(C) or from other community programs.
- Research community resources that benefit clients experiencing homelessness.
- Work with clients to set appropriate goals.
- Work collaboratively with community agencies to support clients.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

**NOTE: For some jobs, you may be required to provide validated educational documentation.*

Education/Certifications:

- Completion of high school diploma.
- Completion of a college Diploma in related social services field is an asset.
- Incumbents with a Social Work diploma or degree must be registered with the Alberta College of Social Workers.
- Class 5 Driver's License and satisfactory Drivers Abstract.
- Police Information Check (PIC) with Vulnerable Sector Search.
- Current and valid Basic First Aid and Level A or CCPR from an Alberta approved provider.
- Skilled/trained in Non-Violent Crisis Intervention, trauma-informed care, Mental Health First Aid, Naloxone and other drug awareness training is an asset.

Experience:

- A minimum of two years of related experience.
- At least three months of experience performing similar work and/or working with a marginalized client population; frontline experience with clients in a social service environment.

Required Skills/Knowledge:

- Desire to support the mission of The Salvation Army's work in a compassionate and non-judgmental manner.
- Attention to detail, problem solving and analytical skills.
- Strong sense of integrity and confidentiality with professional ethics and a sense of fairness and flexibility.
- Ability to work outdoors in all weather.
- Ability to lift up to 30 pounds with no assistance.
- Excellent communication skills (verbal/written); strong skills in MSOffice 365 (Excel, TEAMS, Word, PPT) to prepare/present information. Ability to connect with diverse population groups.
- Proven ability to provide meaningful, informed emotional care to individuals in distress or with complex needs.
- Maintain calm and consistent manner in dealing with individuals in crisis; demonstrate excellence in non-violent intervention strategies; demonstrate thorough understanding of CS(C) policies and procedures regarding crisis intervention; ability to re-establish relationship with individual's post-crisis.

Please apply by sending a cover letter and resume to: CSCalgary.HRResumes@salvationarmy.ca and please use the competition # **OSW032824** 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.