



Giving Hope Today

## **Employment Opportunity**

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

#### **Outreach Support Driver – 2 vacancies**

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

**Location:** Downtown, Calgary

#### **Position Summary**

The Outreach Support Driver will be transporting clients from outdoor locations in Calgary area to the Navigation Centre located in the Centre of Hope. The role is responsible to drive in all four seasons and various driving conditions. They will provide a safe and positive pick up and drop off transportation service for clients. They will also be required to collaborate with other service providers, Calgary Police Services, Alberta Health Services and the partner agencies located at the Navigation Centre.

#### **Hours/Schedule**

Regular Full Time - 40 hours per week;

Monday to Friday – between the hours from 8:00 a.m. to 5:00 p.m. It is an eight-and-a-half-hour shift per day.

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

- Works with Navigation Centre staff to ensure job duties are completed as needed.
- Travels to designated outdoor locations in Calgary using Salvation Army fleet vehicles to pick up clients, which includes loading belongings and possibly pets, and transporting to the Navigation Centre located at Centre of Hope (420 9 Ave SE). This may also include transporting clients from the Navigation Centre to other housing service providers in the city.
- Welcomes, records attendance and connects with participants accessing the transportation service.
- Maintains a safe, friendly, supportive, and inviting environment in the vehicle and communicate compassionately with clients.
- Builds meaningful and empowering rapport with clients experiencing systemic vulnerabilities and walks alongside them as they identify their immediate needs and goals while driving them to various destinations.
- Administers Naloxone to clients if situation requires; responds effectively to emergencies.
- Effectively resolves conflicts among participants and de-escalate situations when needed.
- Refers participants who are looking for housing and other supports to service providers at the Navigation Centre.
- Ensures participants adhere to rules and guidelines to maintain a safe driving experience.
- Ensures that prohibited substances are not in the vehicle through general observations and checks.
- Maintains daily recordkeeping and reports, as required.
- Ensures vehicle both internal and external is maintained in a clean and orderly fashion.
- Regularly debriefs with the Program Coordinator regarding program observations including best practices, continuous improvement initiatives, as well as participants personal needs and behavior.
- Works collaboratively with key stakeholders like volunteers, community partners, inter-departmental associates.

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

- High school diploma.

- Must have a class 5 AB driver's license and satisfactory Drivers Abstract with no restrictions.
- Current Emergency First Aid certification with Level A or C CPR from an Alberta approved training provider.
- Police Information Check (PIC) with Vulnerable Sector Search.
- Naloxone training is required and will be provided upon hire.
- At least one year of safe driving experience is required.
- At least three months experience working with vulnerable populations.
- Knowledge and skills in Trauma-Informed Care, Mental Health First-Aid, and Non-Violent Crisis Intervention or Motivated Interviewing would be an asset.
- Must be comfortable driving larger fleet vehicles during inclement weather conditions. Driving is a requirement of the position.
- Ability to work effectively with homeless individuals of diverse backgrounds and abilities.
- Display a high level of initiative, effort, and commitment towards attending to client needs.
- De-escalation and crisis management skills.

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 # **OSDFT062724** 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.