



Giving Hope Today

Employment Opportunity

The Salvation Army Community Services (Calgary)

Resident Support Worker

Position Type: Regular Full Time – 80 hours bi-weekly

Location: Downtown, Calgary

Position Summary

This position provides basic needs and guidance to those that find themselves homeless by providing a positive, respectful and safe environment. Staff will support each person by encouraging healthy life skills and choices, so each person can experience success in moving back into the community and out of the shelter systems.

Hours/Schedule

Regular Full Time - 80 hours bi-weekly;

Sunday to Thursday - 11:00 p.m. to 7:30 a.m.

What you will be doing in your role

- Handles the admission, orientation, and evaluation of residents as per policies, procedures and guidelines.
- Ensures ongoing enforcement of policies and guidelines, including providing guidance to residents.
- Conducts respectful resident intake interviews ensuring all information is obtained, recorded, expectations are clearly communicated to residents, and basic goal setting is done.
- Monitors all incoming traffic ensuring including verifying resident identification and following safety protocols.
- Liaises with Spiritual and Religious Care team members, internal referral sources and other external agencies as needed (e.g., welfare, police, parole, urgent situations, DOAP Team, PACT Team and non-emergency)
- Stores and records information on resident medication, tools and gear, as per policies and procedures.
- Performs light housekeeping duties and foster a clean workplace culture.
- Provides linen and assistance to each resident, as needed.
- Receives all resident concerns in a professional manner, directs residents to avenues of resolution and ensure required documentation is completed.
- Ensures that calls and messages for residents are dealt with as per policy and privacy legislation.
- Works with program team members to ensure best practices and efficient service delivery.
- Provides mediation in resident conflict to prevent and/or resolve altercations.
- Ensures all policies and procedures are upheld and, if required, seek additional support internally or externally from Calgary Police Services or Emergency Medical Services.
- Provides and reprograms resident identification cards as per program guidelines.

Required Education, Experience and Competencies

- Completed High school diploma plus specialized courses of up to six (6) months (i.e., addictions, social work).

- Current Standard First Aid certification with Level A or C CPR from an Alberta approved training provider.
- Proof of registration with the Alberta College of Social Workers if you have a social work diploma/degree.
- A satisfactory Police Information Check (PIC) with Vulnerable Sector search from an Alberta training provider.
- More than three months but less than one year of prior related experience, including experience with frontline work in a social service setting.
- Strong customer service skills.
- Attentive listening and observation of body language and able to monitor and read the environment.
- Able to stay calm in stressful situations.
- Computer skills including MS Outlook, Word and ability to use keyboard; familiarity with databases.
- Demonstrated trauma informed care, non-violent crisis intervention and de-escalation skills.
- Able to stand for long periods of time and do walkabouts within and outside of the building.

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 # [RSWRFT061124](#) 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.