



Giving Hope Today

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

### Resident Support Worker

Location: Calgary – Downtown

Position Type: Relief/casual

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. An organization that has people at the core of its mission, they have taken unprecedented measures during COVID-19—altered their programs and service delivery—to ensure that those who rely on them for help stay healthy and safe.

### 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.

### Position Summary

Reporting to the Men's Residential Manager or Assistant Manager, Residential Support Workers provide client-centered support to residents at the Centre of Hope where a variety of services for men including shelter beds, addiction recovery and employment assistance. We also assist and provide guidance to people experiencing homelessness. We are seeking candidates with a proven customer service approach and solid references to support their compassion toward people. We require people who enjoy serving others and who can maintain their composure when situations escalate.

### Hours/Schedule

This position is Relief/Casual. Shifts are: 3:00 p.m. to 11:30 p.m.

11:00 p.m. to 7:30 a.m.

7:00 a.m. to 3:30 p.m.

## Key Responsibilities

- Provide entry to, and answer inquiries from, residents and visitors in a pleasant and courteous manner, while ensuring authorized people enter the building.
- Conduct respectful client intake interviews, ensuring information is accurate, complete and documented, at the same time ensuring that residents receive and understand the expectations of them.
- Answer phone, respond to inquiries, take messages, and forwards messages to staff and residents.
- Accurately record pertinent information in the client database, logbooks, communication books and prepare occurrence reports, as required
- Complete program documentation including meal lists, end of stay notices, rental receipts, contracts, incident reports, and other reports, as required
- Store, record, and provide residents their medication and gear, following all policies and procedures.
- Perform light housekeeping duties to keep the work area tidy, clean and sanitized.
- Provide supplies and assistance to residents as needed, as well as receive concerns and providing avenues for resolution.
- Communicate with co-workers during shift change
- Coordinate client care relating to the safety and security
- Pack up and store resident gear/belongs, as well as dispose of gear left behind
- Perform attendant duties in the public laundromat, do laundry, and perform light housekeeping duties in the laundromat
- May assist with pandemic public health measures such as screening residents and others entering the building.
- Performs other related activities asked of by the manager and/or team leader on duty.

## Required Competencies

- Grade 12 Diploma is required.
- Proficient in computer use, including Microsoft Office and database(s).
- More than three months but less than one year of experience performing similar work and/or working with a marginalized client population.
- Experience in case management .
- Able to work with a diverse population including those experiencing strong emotions, distress, trauma and fear.
- Energetic and able to manage stressful situations calmly, especially when serving a high volume of people needing service.
- High morals, ethics and integrity.
- Desire to support the mission and core values of The Salvation Army Emergency First Aid/CPR is an asset.
- A satisfactory Police Information Check (PIC) with Vulnerable Sector search
- Required to complete Armatus Abuse Training, Emergency First Aid/CPR and other required Health and Safety training.

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

- Background check consent.
- A satisfactory Police Information Check (PIC) with Vulnerable Sector search
- A proof of successful completion of our online Armatus Abuse Training and required Health and Safety training.

*In support of our commitment to a healthy and safe workplace and community, The Salvation Army (TSA) has a vaccination requirement for all employees in Canada. The successful candidate will be made an offer of employment on the condition of being fully vaccinated against COVID-19 and will be required to provide proof of full vaccination, prior to their employment start date. The requirement to be fully vaccinated is subject to provincial/territorial human rights legislation. If the candidate is unable to vaccinate for a reason protected by the Human Rights Code, a request for accommodation can be submitted and written proof satisfactory to TSA will be required.*

Position will remain posted until the right candidates are found.

**Please apply by sending a resume to: [hrresumes@salvationarmycalgary.org](mailto:hrresumes@salvationarmycalgary.org) and in the email subject line please include the Competition # **MRS110721** of the position for which you are applying.**

*In accordance with The Salvation Army policy and legislated requirements, employment is conditional upon the verification of credentials and completion of a background check.*

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.