



Giving Hope Today

Employment Opportunity

The Salvation Army Community Services (Calgary)

Resident Support Team Leader

Location: Calgary – Downtown

Position Type: Regular Full-time

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

Provide supervision, support, coaching, and guidance to Resident Support Workers to ensure they are able to complete all their job duties effectively. Provides a safe and secure environment for residents/clients and visitors, provides practical support to reintegrate them into the community.

Hours/Schedule

This position is Regular Full-Time 40 hours per week. Sunday & Thursday 3:00 p.m. to 12:30 a.m. and Friday & Saturday 3:00 p.m. to 3:00 a.m.

Key Responsibilities

- Working alongside all client service workers, volunteers, and practicum students to ensure job duties are completed as needed
- Assist management with Resident Support Worker supervision
- Ensuring that adequate and appropriate staff is scheduled to cover each shift
- Maintaining the safety and security of the area

- Participating in the development of policy and procedures
- Completing administrative duties and procedures as per standards
- Performing general Resident Support Worker duties, when needed.

Required Education, Experience and Competencies

- Two years of Community College in social work or other related degree in humanities or equivalent.
- One to three years of prior related experience.
- Experience in case-management and strength-based work with clients.
- Excellent verbal, written, oral communication and customer service skills.
- Possess problem solving, decision making and critical thinking skills.
- Intermediate computer skills.
- Ability to work under pressure in a fast paced and highly challenging front line environment.
- Desire to support the mission of The Salvation Army's work in a compassionate and non-judgmental manner.

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.

If this sounds like the ideal role for you, here are more reasons why you should apply:

- A career that working for an internationally recognized organization where you can make a difference.
- Comprehensive benefits package
- Group RRSP contributions with no matching required
- Training opportunities
- On-site parking

Are you passionate about making a difference in the lives of people and your community?

Take the next step and apply so we can continue the conversation about you joining The Salvation Army, where we value a diverse work force and make a difference.

Please apply by sending a resume to: hrresumes@salvationarmycalgary.org and in the email subject line please include the Competition # **MRS110421(TL).**

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.



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