



Giving Hope Today

Employment Opportunity

The Salvation Army Community Services (Calgary)

Team Lead for Housing and Resource Centre

Location: Calgary – Forest Lawn

Position Type: Temporary 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

This position provides leadership, coaching, and guidance to Housing and Resource Center Front Line Workers to support them in completing their job duties effectively; works with Housing and Resource Center staff to provide a safe and secure environment for warming center staff and homeless people who are in need of shelter.

Hours/Schedule

This position is **Temporary Full-Time 40 hours per week**. Thursday to Monday. 9:00 a.m. to 5:00 p.m.

Position expected end date: March 31 2022.

Key Responsibilities:

- Work alongside all Housing and Resource Center Front Line Workers to ensure job duties are completed as needed.
- Make sure each shift has enough workers to staff the Housing and Resource Centre.
- Welcome, record attendance and connect with participants accessing the housing

and resource centre.

- Maintain a safe, friendly, supportive, and inviting environment.
- Work compassionately with those who have difficulty engaging with service providers.
- Effectively resolve conflicts among participants and de-escalate situations when needed.
- Refer participants who are looking for housing and other supports to one of the Resource Specialists.
- Ensure participants adhere to rules and guidelines to maintain a safe environment.
- Respond appropriately to emergencies.
- Maintain daily recordkeeping and reports.
- Ensure facility is maintained in a clean and orderly fashion.
- Check for contraband in the space through general observations and period check of the space.
- Provide information to supervisor after each shift regarding the number of participants, any need for supplies, incident reports, etc.
- Perform other related duties.

Required Education, Experience and Competencies

- High school diploma plus specialized courses in addictions, social work or working with homeless individuals.
- At least one year of experience working with homeless individuals and prior experience supervising others.
- Police Information Check (PIC) with Vulnerable Sector Search
- Current Emergency First Aid certification with Level A or C CPR from an Alberta approved training provider.
- Incumbents with a Social Work diploma or degree must be registered with the Alberta College of Social Workers.
- Able to work effectively with homeless individuals of diverse backgrounds and abilities.
- Effectively supervise, coach, and provide support to direct reports on shift.
- Display a high level of initiative, effort, and commitment towards attending to the warming center needs.
- De-escalation and crisis management skills.

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

- Background check consent.
- A satisfactory Police Information Check (PIC) with Vulnerable Sector search
- 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.

Please apply by sending a resume to: hrresumes@salvationarmycalgary.org and in the email subject line please include the Competition # [HRC011122](#).

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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