



Giving Hope Today

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

### Resident Support Worker

Location: Downtown Calgary

Position Type: Regular Full Time – 40 hours per week

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 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

Full Time – 40 hours per week. Friday to Tuesday 11:00 p.m. to 7:30 a.m.

### Key Responsibilities:

- Handle the admission, orientation, and evaluation of residents as per policies, procedures and guidelines.
- Ensure ongoing enforcement of policies and guidelines, including providing guidance to residents.

- Conduct respectful resident intake interviews ensuring all information is obtained, recorded, expectations are clearly communicated to residents, and basic goal setting is done.
- Monitor all incoming traffic ensuring including verifying resident identification and following safety protocols.
- Liaise 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)
- Store and record information on resident medication, tools and gear, as per policies and procedures.
- Perform light housekeeping duties and foster a clean workplace culture.
- Provide linen and assistance to each resident, as needed.
- Receive all resident concerns in a professional manner, directs residents to avenues of resolution and ensure required documentation is completed.
- Ensure 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.
- Provide mediation in resident conflict to prevent and/or resolve altercations.
- Ensure all policies and procedures are upheld and, if required, seek additional support internally or externally from Calgary Police Services or Emergency Medical Services.
- Provide and reprogram resident identification cards as per program guidelines.

### **Required 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.
- More than three months but less than one year of prior related experience, including experience with frontline work in a social service setting.
- Able to provide courteous and helpful customer service at a front-desk that can be fast-paced at times.
- Data entry and keyboarding skills.
- Excellent oral and written communication skills.
- Strong sense of integrity and confidentiality with professional clients and a balanced sense of fairness and flexibility.
- Desire to support the mission and core values of The Salvation Army.

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.

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

- A career 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 building an engaging environment that supports and challenges others to achieve their goals?

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.

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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