



Giving Hope Today

Employment Opportunity

The Salvation Army Community Services (Calgary)

Resource Specialist - Housing

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

This position provides support and case management, as well as implements programming, for Centre of Hope residents.

Hours/Schedule

This position is Regular Full Time 80 hours biweekly – Monday – Friday or Tuesday to Saturday.

Key Responsibilities

- Welcome and orient residents to program and services.
- Engage with community support services to determine appropriateness of referral from the perspective of the individual's need and resource referral criteria.
- Conduct resident intake interviews, assessments, and complete follow-up tasks, as determined

- Respond to community and resident inquiries, providing suggestions/information on appropriate resources and referrals (e.g., funding for housing)
- Provide resident support through several different channels/strategies based on resident needs.
- Sign agreements with residents regarding behavior concerns, and occupancy fees arrears, as determined by program guidelines/
- Provide emergency/crisis intervention and responds accordingly (may involve conflict resolution.)
- Work collaboratively with community agencies to resolve resident concerns.
- Assess and work with residents to develop SMART goals; participate in resident meetings and progress reviews.
- Research, create, and present information on programs and workshops.
- Attend community agency meetings and workshops, as approved by the Manager
- May participate in case file reviews for Corrections residents.
- May work with Corrections residents.

Required Education, Experience and Competencies

- Completion of a two-year diploma in a related social services or mental health field (i.e., social work, addictions)
- 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.
- At least one year of prior related experience in frontline casework with an emphasis on mental health, homelessness, addictions or social services.
- Knowledgeable about and demonstrate understanding of marginalization of the homeless.
- Knowledge of concurrent/co-occurring disorders including mental health diagnosis and treatment resources.
- 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 pack and lift resident belongings
- Desire to support the mission and core values of The Salvation Army, as well as 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.
- Proof of successful completion of our online Armatius Abuse Training, and required Health and Safety training.

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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