



Giving Hope Today

## **Employment Opportunity**

### **The Salvation Army Community Services (Calgary)**

#### **Part-Time Resident Support Worker**

Location: Calgary – Downtown

Position Type: Regular Part-time – 16 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**

Part Time – 16 hours per week. Saturday and Sunday from 7:00 a.m. to 3:30 p.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.

### **Required Competencies**

- Completed High school diploma, plus specialized courses of up to six (6) months.
- More than three months but less than one year of prior related experience, including experience with frontline work in a social service setting.
- Strong customer service skills.
- Attentive listening and observation of body language and able to monitor and read the environment.
- 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.
- Able to continuously monitor the environment, monitoring security cameras and attentiveness when interacting with clients and recording information.
- Strong sense of integrity and confidentiality with professional ethics and a balanced sense of fairness and flexibility.

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

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

*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.