

Practicum Opportunity **Intake and Triage Position - SORCe**

The Safe Communities Opportunity and Resource Centre, or SORCe, is multi-agency collaborative that connects people experiencing or at risk homelessness and/or those with complex barriers such as mental or physical vulnerabilities, or socio-economic need, to programs and services that can help to address their needs. As a partner in the SORCe collaborative, Distress Centre Calgary operates the CAA/211 Team at SORCe including CAA Housing Intake Workers, 211 Information & Referral Specialists, and a student Intake and Triage position.

About Distress Centre Calgary

Distress Centre has a 40 year legacy of creating lasting social impact as one of the essential services in Calgary's network of care in the community. Together, our staff and volunteers create a unique culture and supportive work environment that sets us apart. Distress Centre staff do not simply have an interest in helping others; they share a commitment to achieving results. Distress Centre provides staff with the support, resources, and opportunities needed to grow and create change for our community.

Six core competencies have been chosen as the overall skills, abilities and/or knowledge needed to excel as an employee at Distress Centre Calgary. We believe that these six core competencies are what give Distress Centre Calgary an advantage in creating a desired organizational culture for the DC's employees and volunteers and in delivering quality services to our clients. Employees are also evaluated on their performance in these six areas. The core competencies are: Client/Service Centered Work, Organizational Effectiveness, Teamwork & Communication, Ethics & Values, Ownership & Initiative and Self-Management.

About SORCe and CAA

The Safe Communities Opportunity and Resource Centre, or SORCe, is multi-agency collaborative that connects people experiencing or at imminent risk of homelessness and/or those with complex barriers such as mental or physical vulnerabilities, or socio-economic need, to programs and services that can help to address their needs. As a partner in the SORCe collaborative, Distress Centre Calgary operates the CAA-211 Team at SORCe.

The Coordinated Access and Assessment (CAA) program at SORCe is funded by the Calgary Homeless Foundation (CHF). The CAA-211 Team at SORCe serves as the primary intake for CHF funded supportive housing programs, and provides information, referrals, system navigation supports, and community connections to clients who are experiencing or facing homelessness. The objective of the program is to make meaningful, client centered impact that is agnostic to any particular program or service in the homelessness system of care or the broader social services sector.

About the Position

The Intake and Triage position is at the core of all client activity at SORCe. It is the initial point of contact for all clients and prospective clients entering the SORCe office and will proactively engage clients to build rapport, determine needs, provide information, connect to programs and services, set expectations and be the face of SORCe.

Client Intake and Triage Responsibilities

- + Greet, build rapport and establish trust with clients and prospective clients who enter the SORCe lobby.
- + Proactively engage those who do not approach the intake window.
- + Recognize those who visit frequently but do not access programs and services.
- + Proactively manage expectations for wait times.
- + Determine primary and secondary reasons for client visit (either verbally or via form)

- + Create or update client profile in the client database.
- + Provide information about programs and services available at SORCe or in the community, to meet the identified reasons for the client visit.
- + Connect the client to programs and services:
 - + In person hand off to an available service provider at SORCe.
 - + Light touch hand off to an external program or service in the community (call ahead on behalf of the client).
- + Information and instructions on how to access programs and services in the community.
- + Record a service transaction in the client database for all client engagements.

Other Responsibilities.

- + Monitor the lobby area, identify potential security issues and enact security protocols as required.
- + Ensure that the integrity of data in the client database, as dictated by SORCe policies and procedures.
- + Attempt to de-escalate client emotion and behavior when required.
- + Assist with administrative office tasks.
- + Ensure that all clients are informed of and consent to the FOIP statement.

Qualifications and Requirements

- + Knowledge and understand of mental health and addictions issues
- + Ability to manage and remain calm in stressful situations.
- + Exceptional client service / client engagement skills
- + Over 18 years of age
- + Experience working with vulnerable populations is an asset
- + Excellent computer skills
- + Good listening and communication skills
- + Ability to be level headed in crisis
- + Able to follow policies and procedures
- + Excellent command of the English language (spoken and written)
- + Commitment to inclusivity in accordance with SORCe and Distress Centre policy
- + Knowledge of available social services related to homelessness and issues contributing to homelessness is an asset

***Students wishing to apply for this practicum must have completed 1-2 years of a degree program in Social Work or a related human services field (i.e. psychology, criminal justice).**

Benefits of a Distress Centre / SORCe Summer Student Position:

- Opportunity to be part of a team committed to social impact
- Gain extensive knowledge of resources in Calgary and Area
- Regular frontline experience working with vulnerable people who have complex needs.

To apply, please send a resume and cover letter to:
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 Fax: 403.262.2512
 Email: practicum@distresscentre.com