

Employment Opportunity
Fulltime 40hr/week Housing Strategies/211 Information & Referral Specialist
Closing Date: December 1, 2017

Distress Centre Calgary (DCC) is a non-profit agency that provides 24 hour crisis support, professional counselling and 211 referrals to hundreds of government, health, social and community resources in Calgary and the surrounding area - all at no cost. We don't judge, we are here to listen and support those in crisis. A call to DCC is often a first step towards achieving stability in a stressful or anxious time of life.

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 Team at SORCe including CAA Team Lead.

Qualifications and Requirements

- + Undergraduate degree in Social Work.
- + Registered Social Worker designation.
- + In depth understanding and demonstrated experience in crisis assessment and intervention.
- + Demonstrated experience working with highly complex individuals and the ability to maintain composure under pressure.
- + Demonstrated experience working in an unpredictable and occasionally fast paced environment with competing priorities.
- + Knowledge of and/or experience working with homelessness, addiction, domestic violence, and/or mental health.
- + Knowledge of community resources both within and outside of the homelessness system of care. .
- + Demonstrated experience working effectively in a team environment and independently.
- + Excellent organizational and time management skills.
- + Knowledge of and/or ability to learn client data management systems.
- + Knowledge of and demonstrated experience in the delivery of homelessness support services.

About the position:

Job Objective

- + The Housing Strategist / 211 Information and Referral Specialist provides frontline service delivery to connect clients experiencing or facing homelessness to programs and services that will address the barriers to stable and sustainable housing, while also serving as the primary intake for CHF funded supportive housing programs.

Duties and Responsibilities

- + Housing Strategist / 211 Information & Referral Specialist
 - o Supervision:
 - o Assist with the supervision, training and development of practicum students.
 - o CAA Housing Intake
 - o Educate clients about the CHF funded supportive housing program and the triage process.

- Facilitate completion of the standardized assessment process in accordance with CHF policies and procedures.
- Enter assessment data into the CHF client database and update as required.
- Maintain contact with clients to inform about housing placement status.
- Advocate on behalf of clients for housing placements within CHF funded housing programs
- SORCe Frontline Service Delivery
 - Facilitate intake and profile creation for new SORCe clients.
 - Assess client needs, provide information, and facilitate connections to programs within the SORCe collaborative or in the community.
 - Build rapport and establish trust with clients over time to reduce the barriers to stable and sustainable housing.
 - Maintain complete and accurate records in the SORCe database.
 - Develop and maintain inter-agency relationships and partnerships both within SORCe and in the community to ensure successful connections for SORCe CAA clients.
 - Provide outreach services in accordance with CAA guidelines as necessary.
 - Advocate on behalf of clients for programs at SORCe or in the community with the goal of ending or preventing homelessness.
 - Leverage Distress Centre crisis intervention training as necessary to ensure the wellbeing of all SORCe clients.
- SORCe General
 - Collaborate and coordinate with all agencies at SORCe in the effective delivery of collaborative programs and services.
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The duties and responsibilities outlined above are representative but not all inclusive. Other related duties as required.

Lines of Communication/Accountability

- + Reports to the Director of Programs at SORCe

Special Working Conditions

- + General work hours are Monday to Friday from 8:30-4:30pm
- + Occasional offsite outreach work.

Benefits of joining Distress Centre:

- Opportunity to be part of a team committed to social impact
- A diverse workplace and great working environment, including the opportunity to participate in wellness activities
- Ongoing training and skills development, including a staff development fund
- Benefits, matched RRSP plan & competitive salary
- Generous vacation package

To apply, please send a resume and cover letter including salary expectations to Human Resources at cristinab@distresscentre.com. **No Phone Calls Please**