

Employment Opportunity
Fulltime 35hr/week CAA/211 Housing Strategist

Closing Date: March 20, 2019

About 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 Housing Strategist program, 211 Information & Referrals program, and Financial Empowerment program at SORCe. In addition, Distress Centre Calgary coordinates the SORCe Client Engagement Specialist role.

About Distress Centre Calgary

Distress Centre Calgary provides Calgary and area with 24-hour crisis support. We do this through our 24/7 crisis and 211 information and referral phone lines and email. We also provide daily chat and text support (for youth) and professional counselling. All of our services are free and because we do not define crisis anyone can contact us day or night about anything.

We support all social issues – homelessness, poverty, depression, mental illness, bullying, addiction, PTSD, domestic violence, abuse, etc.

We provide a compassionate and supportive environment for our staff and volunteers so they can provide 24-hour support to Calgary's most vulnerable population.

Job Objective

- + The CAA/211 Housing Strategist 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 Calgary Homeless Foundation (CHF) funded supportive housing programs.
- + **Duties**
 - ❖ Training and mentoring:
 - The CAA team takes on practicum students year round. Assist with the supervision, training and development of practicum students.
 - ❖ Housing Strategy
 - Facilitate completion of the standardized assessment process in accordance with CHF policies and procedures.
 - Educate clients about the CHF funded supportive housing program and the triage process.
 - Enter assessment data into the CHF client database and update as required.

- Complete a detailed housing plan for all clients and continue to support clients in achieving the objectives of the plan.
 - 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.
 - Engage clients as necessary to address behaviour concerns and ensure the safety and security of all people accessing services at SORCe.
- ❖ **SORCe General**
- Collaborate and coordinate with all agencies at SORCe in the effective delivery of collaborative programs and services.
- + **The duties and responsibilities outlined above are representative but not all inclusive. Other related duties as required.**

Qualifications and Requirements

- + Undergraduate degree in Social Work or a related human service field.
- + Registered Social Worker designation would be an asset.
- + 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 typically 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.
- + Experience working with families in crisis or experiencing homelessness would be an asset.
- + 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.
- + Valid Alberta driver's license with access to a vehicle for occasional outreach. Must maintain \$2M liability insurance on the vehicle.

Lines of Communication/Accountability

- + Reports to the Director of Programs at SORCe with day to day oversight by the program Team Lead.

Special Working Conditions

- + General work hours are Monday to Friday from 8:30-4:30pm with a one hour lunch break.
- + Occasional offsite outreach work.

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