



**Employment Opportunity**  
**Full time Position - Client Engagement Specialist at SORCe**  
**Closing April 21, 2021**

**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.

**Job Objective**

The Client Engagement Specialist 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, provide support with basic needs, assess areas of need, provide information, and connect to resources both at SORCe and in the community.

**Duties**

**Client Advocate**

1. Training and mentoring:
  - The Distress Centre team takes on practicum students year round. Assist with the supervision, training and development of practicum students.
2. Client Engagement
  - Greet, build rapport and establish trust with people seeking support at SORCe.
  - 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.
  - Assess areas of need, provide information, and connect to programs and services at SORCe or in the community.
  - Create or update client profile and record visit details in the client database.



**SORCe**

- Use extensive knowledge of resources available at SORCe and in the community to guide clients in addressing their unique and individual needs.
- Monitor the lobby, identify potential security issues, and enact security protocols as required.
- Ensure that the integrity of data in the client database.
- Attempt to de-escalate client emotion and behaviour when required.
- Assist with administrative office tasks and other shared office duties.
- Ensure that all clients are informed of and consent to the SORCe data sharing policy.

#### SORCe Frontline Service Delivery

\*All program staff at SORCe share responsibility for portions of the client flow.

- 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 clients.
- Provide outreach services in accordance with outreach guidelines as necessary.
- Advocate on behalf of clients for programs at SORCe or in the community with the goal of ending or preventing homelessness.
- 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

- Post-secondary education in social work or a related human service field.

#### Skill and Experience

- Compassion and respect for all people seeking supports at SORCe.
- 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.
- In depth understanding and demonstrated experience in crisis assessment and intervention.



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- Ability to manage and remain calm in crisis or stressful situations.
- Exceptional client service / client engagement skills
- Excellent organizational and time management skills.
- Excellent computer skills.
- Demonstrated excellence in both verbal and written communication.
- Able to follow policies and procedures.
- Commitment to inclusivity in accordance with SORCe and Distress Centre policy.
- Knowledge and experience with Indigenous culture, supporting Indigenous people, and social services for Indigenous people is an asset.
- Knowledge of and/or ability to learn client data management systems.

### **Lines of Communication/Accountability**

Reports to the Team Lead – CAA.

### **Special Working Conditions**

- General work hours are weekdays from 8:30-4:30pm with a one hour unpaid lunch.
- Occasional offsite outreach work.
- Not eligible for remote work.
- This job is renewed annually based on funding

To apply for this position, please send resume and cover letter by email to [admin@sorcecalgary.ca](mailto:admin@sorcecalgary.ca) and reference the job title in the subject line.

**\* NO PHONE CALLS OR IN PERSON APPLICATIONS**

Only candidates selected for an interview will be contacted.