



**Diversion Focused Housing Strategist at SORCe**  
**Full time - Housing Strategist – SORCe**  
**Closing Date: September 6, 2021**

**\*\*This position is employed by Distress Centre but works out of SORCe.\*\***

**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, Financial Empowerment program at SORCe, and coordinates the SORCe Participant Engagement Specialist role with support of Distress Centre 211 expertise.

**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 (Coordinated Access & Assessment) Housing Strategist provides frontline service delivery to connect participants experiencing or facing homelessness to programs and services that will address the barriers to stable and sustainable housing, while also serving as the primary assessment and intake support for Calgary Homeless Foundation (CHF) funded supportive housing programs through the Coordinated System. This role will additionally focus on a small case load to support diversion strategies based on individual housing plans.

**Qualifications**

- + Undergraduate degree in Social Work or a related human service field. Commensurate experience may be considered.
- + Registered Social Worker designation would be an asset.

**Skills**

- + 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 individuals and families in crisis or experiencing homelessness would be an asset.



- + Excellent organizational and time management skills.
- + Knowledge of and/or ability to learn participant 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.

## **Duties**

### **Housing Strategy**

- + Facilitate completion of standardized assessment tools in accordance with the Coordinated System CAA policies and procedures.
- + Educate participants about the CHF funded supportive housing program and the triage process.
- + Enter assessment data into the CHF participant database and update as required.
- + Complete a detailed housing plan for all participants and continue to support individuals and families in achieving the objectives of the plan.
- + Maintain contact with participants to inform about housing placement status and liaise with housing programs to facilitate warm transfers.
- + Advocate and provide up to date collateral on behalf of participants for housing placements within CHF funded housing programs.

### **Prevention/Diversion**

- + Support and coach participants to secure housing that meets their needs.
- + Motivate and support participant to achieve their needs/goals and work towards goals based on their strengths, abilities, needs and preferences.
- + Support landlords, as necessary, in conjunction with the participant; and mediate with landlords, as necessary.
- + Assist participants to successfully remain in their housing, providing prevention and diversion strategies to avoid homelessness; and eviction prevention when necessary.

### **SORCe Frontline Service Delivery**

- + Facilitate intake and profile creation for new SORCe participants.
- + Build rapport and establish trust with participants over time to reduce the barriers to stable and sustainable housing.
- + Advocate on behalf of participants for programs at SORCe or in the community with the goal of ending or preventing homelessness.
- + Engage participants when utilizing de-escalation strategies and assertive engagement to ensure the safety and security of all people accessing services at SORCe.

### **SORCe General**

- + Collaborate and coordinate with all agencies at SORCe, as well as the Crossroads Collaborative, 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.**

### **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 (On-site Only)**

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

**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\***