



Employment Opportunity
Term Contract Full time - ID Specialist, SORCe
Contract Ends March 31st, 2022 with possibility of extension
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 Client 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 ID Specialist provides frontline service delivery to support people experiencing or at risk of homelessness in securing government issued identification. The ID Specialist will also liaise with other programs and services at SORCe and in the community to connect participants to the supports they need to attain and sustain their housing.

Qualifications

- Undergraduate degree or college diploma in Social Work or related human service field. Commensurate experience may be considered.

Skill and Experience

- **Knowledge and experience with supporting vulnerable people.**
- 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.
- **Excellent organizational and time management skills.**
- Demonstrated excellence in both verbal and written communication.



- Knowledge of and/or ability to learn participant data management systems.
- Valid Alberta driver's license with access to a vehicle for up to daily outreach attending the registry. Must maintain \$2M liability insurance on the vehicle.

Duties

Identification

- Assess the ID needs of participants seeking ID assistance.
- Develop individualized plans for securing ID.
- Support participants as they navigate the various agencies and government programs involved in securing ID.
- Assist with the completion of ID related forms/applications and/or communication.
- Liaise and maintain relationships with government departments, registries and other social services agencies to streamline processes.
- Accompany participants to other sites as necessary to complete the application process.
- In accordance with SORCe data collection policies, record necessary information in the HMIS participant management database.
- Support participants to secure the basic needs necessary.

SORCe Frontline Service Delivery

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

- Facilitate intake and profile creation for new SORCe participants.
- Assess participant needs, provide information, and facilitate connections to programs within the SORCe collaborative or in the community.
- 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 necessary utilizing de-escalation strategies and assertive engagement to ensure the safety and security of all people accessing services at SORCe.
- Understand and follow COVID protocols as outlined with the ability to adapt to changing policies and information that may require service delivery adaptation.

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

- General work hours are weekdays from 8:30-4:30pm with a one hour unpaid lunch.
- Regular offsite outreach work with registry appointments.
- Not eligible for remote work.

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

We thank you for your interest, Only candidates selected for an interview will be contacted.