



Employment Opportunity

Full time Position – Housing Strategist, SORCe

Closing: Until Filled

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.

About the role:

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.

What you will do:

- + The CAA team takes on practicum students year round. Assist with the supervision, training and development of practicum students
- + Facilitate completion of standardized assessment tools in accordance with the Coordinated System CAA policies and procedures
- + Educate participants and community partners about the CHF funded supportive housing program and the triage process
- + 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
- + Facilitate intake and profile creation for new SORCe participants
- + Assess participant needs, provide information, and facilitate connections to programs within SORCe collaborative or in the community
- + Build rapport and establish trust with participants over time to reduce the barriers to stable and sustainable housing
- + Develop and maintain inter-agency relationships and partnerships both within SORCe and in the community to ensure successful connections for SORCe CAA participants
- + Provide outreach services in accordance with CAA guidelines as necessary
- + Advocate on behalf of participants 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 participants
- + Engage participants utilizing de-escalation strategies and assertive engagement to ensure the safety and security of all people accessing services at SORCe:
 - o Ability to support the team through cross-training with the expectation of occasional coverage of other roles
 - o Understand and follow COVID protocols as outlined with the ability to adapt to changing policies and information that may require service delivery adaptation
- + 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.**

What you bring:

- + Undergraduate degree in Social Work or a related human service field. Commensurate experience may be considered
- + 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 homeless serving 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

What we offer:

- o Opportunity to be part of a team committed to social impact
- o A diverse workplace and great working environment, including the opportunity to participate in wellness activities
- o Ongoing training and skills development, including a staff development fund
- o Benefits, matched RRSP plan & competitive salary
- o Generous vacation package
- o General work hours are weekdays from 8:30-4:30pm with a one hour unpaid lunch.
- o Occasional offsite outreach work.
- o Not eligible for remote work.
- o This job is renewed annually based on funding

As a condition of employment, the successful candidate will be required to be fully vaccinated against COVID-19 and provide proof of their vaccination status in accordance with Distress Centre Calgary COVID-19 Immunization and Safety policy, unless accommodated based on a medical condition or other protected ground defined under the Alberta Human Rights Act.

This position will remain open until a suitable candidate is found. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

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.