



Rapid Engagement and Health Screening at SORCe
Contract Position Ends March 31, 2022
Option to extend pending contract extension
Hiring two positions, remains open until filled

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

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 SORCe

The Safe Communities Opportunity and Resource Centre, or SORCe, is a multi-agency collaborative that connects people experiencing or at risk of 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, Diversion Specialist role, Financial Empowerment program and Participant Engagement Specialist role.

Job Objective

The Rapid Engagement & Screening position is the initial point of contact for all participants and prospective participants entering the SORCe office and will proactively engage participants 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

Participant Rapid Engagement & Health Screening

- *Manage the flow of participants entering and exiting the building. This will require shared responsibility of the screening booth, working with people in the lobby area to meet immediate needs and liaising between programs offered from SORCe.*
- *Support the participant journey through SORCe through rapid assessment at entry and direction to what services will best meet their needs.*
- *Support COVID risk mitigation through health screening and ensuring participants have a mask and sanitize at entry.*
- *Manage harm reduction supplies, basic needs supplies and PPE supplies to ensure stock is available at front of house and inform of ordering needs.*
- *Use extensive knowledge of resources available at SORCe and in the community to guide participants in addressing their unique and individual needs.*



- *Attempt to de-escalate participant emotion and behaviour when required and if possible safely address the need that may have triggered the escalation*
- *Provide harm-reduction supplies with a focus on education, safety and referring to community supports for supervised use.*
- *Ensure data tracking for program outcomes and harm reduction and basic needs supplies.*
- *Provide access to communication when able to do so.*
- *Provide and support referrals as appropriate to SORCe, Crossroads and community partners.*
- *Keep up to date with SORCe practice and protocols.*

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 and/or in the community.
- Build rapport and establish trust with participants 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, Crossroads and in the community to ensure successful connections for SORCe participants.
- Engage participants as necessary to work towards solutions to behavioural 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.
 - Combination of education and experience will be considered.

Skill and Experience

- **Previous experience working with adults affected by homelessness is required.**
- 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 related to homelessness.
- Demonstrated experience working effectively in a team environment and independently.



- Demonstrated experience in crisis assessment and intervention.
- Ability to manage and remain calm in crisis or stressful situations.
- Exceptional participant service / participant engagement 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 participant data management systems.

Lines of Communication/Accountability

Reports to the Director of Programs at SORCE with day to day supervision and oversight provided by the program Team Lead

Special Working Conditions

- General work hours are weekdays from 8:30-4:30pm with a one hour unpaid lunch.
Hours may vary based on operational needs.
- **Standing for long periods of time.**
- **Engaging with participants outside during potentially extreme cold or warm temperatures.**
- Not eligible for remote work.

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.

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

NO PHONE CALLS PLEASE Only candidates selected for an interview will be contacted.