

Community Resource Specialist – Database Curator

Full-time, permanent

For over 50 years Distress Centre has served Calgary and Southern Alberta, providing 24-hour crisis support, information, and resources at no cost. Distress Centre does not define crisis. We do not judge. Anyone can call us day or night.

What to expect in the role:

Job overview

Distress Centre is currently looking for a Community Resource Specialist – Database Curator to help maintain our database of community resources. The community resource database is the backbone of our 211 operations and is essential in connecting people in need to the resources that can help.

Primary Duties

This is not an exhaustive list of duties, but meant to give you a sense of what you'll be doing on a regular basis. Other related duties may be required.

Information Administration and Maintenance

- You will be responsible for maintaining digital records of resources available in the community, government, and social services throughout Calgary and southern Alberta
- Identify and research new and updated information on community services
- Keep the information in the database up-to-date by entering new information and updating existing entries as changes come into effect
- You will be responsible for ensuring that data is consistent and adheres to our data standards, including applying consistent taxonomy in accordance with taxonomy principles
- Document and update procedures related to records management
- Assist with resource/publications/reports for distribution as appropriate
- Maintain relevant statistics and produce reports for internal use as required

Community Outreach

- Represent the 211 program at internal/external committees and meetings as needed
- Liaise and develop working relationships with community groups and agencies to support the 211 database fidelity
- Respond to inquiries and questions regarding the database resource listings/publications

Hours of work and conditions

General working hours are 9am – 5pm, however we ask for some flexibility to work the occasional evening and weekend as needed.

The Community Resource Specialist will be required to work on a scheduled rotation to support the 211 contact centre.

Staff are currently transitioning back to the office. It is expected you will work from the office during your first 3 months, with the option to move to a hybrid model once training is complete. A computer with virus protection is required to be eligible for remote work.

What you bring to the role:

Qualifications/Experience

- Related post-secondary Diploma in a Human services or social science field (such as Social Work, Psychology, etc.)
- Minimum of 1 year of experience in a data entry/administrative support role that includes proof reading materials, editing documents, and records management.
- Knowledge of database principles is an asset
- Successful attainment and maintenance of the AIRS Certified Resource Specialist – Database Curator certification or willingness to obtain the designation
- Experience in the use of information and referral systems including taxonomy preferred
- Gender-Based Analysis+ and Brain Story Certifications are an asset

Skills/Abilities:

- Strong interpersonal, verbal, and written communication skills
- Ability to proof read materials in different formats and utilize editing skills to make information clear and concise
- Ability to work independently, set priorities and meet deadlines in a stressful environment
- Organizational and problem solving skills with a keen attention to detail, a high degree of accuracy, and excellent time management skills
- Ability to maintain effective, cooperative working relationships with other staff and volunteers
- Ability to liaise effectively with community agencies and maintain good relationships
- Ability to research, assimilate, organize, analyze and summarize information
- Ability to effectively use Microsoft Office and other program software

Core Competencies:

- **Client/Service Centred Work** – you make clients the ultimate focus of our agency, team, and individual choices and actions.

- **Partnerships, Relationships, & Teamwork** – you build and maintain productive, collaborative working relationships within and across groups, both internally and externally, to accomplish our common goals.
- **Growth Mindset/Learning** – you actively identify new areas for learning and take advantage of opportunities to learn in whatever form they come. You apply your newly gained knowledge in your jobs and share these skills with others.
- **Communication** – you clearly convey information and ideas through a variety of media in a way that engages the audience and helps them to understand and inviting dialogue and inciting action where appropriate.
- **Diversity, Equity & Inclusion** – we build and sustain an inclusive work environment where all individuals are welcomed, supported, respected, and valued for their unique experiences, perspectives, talents, and contributions.
- **Change Management** – you maintain your team and personal effectiveness when being impacted by changes within the organization.
- **Self-Management** – you take responsibility for yourself and your actions.

Other Requirements:

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.

What Distress Centre has to offer:

- Opportunity to work for an organization that's making a difference in our community
- A great working environment with supportive colleagues
- Opportunities for learning and mentorship, including paid development days and a staff development fund
- Competitive salary
- Benefits that include a matching RRSP
- Vacation time starting at 3 weeks

How to apply:

If this sounds like a great match for you, please send your cover letter and resume by email to: hr@distresscentre.com and reference [position title] in the subject line.

Unfortunately at this time we do not have the resources to answer phone inquiries or to respond to all applicants. Only those selected for an interview will be contacted.