

Team Lead at SORCe

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. Anyone can call us day or night.

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.

What to expect in the role:

Job overview

Distress Centre is currently looking for a Team Lead to provide supervision and support for the Distress Centre staff at SORCe. This includes support and provision of direct participant service to people accessing SORCe and providing mentorship and coaching to the various Distress Centre programs at SORCe. This position works alongside the Director of Programs and Program Manager to ensure the smooth operation of the Distress Centre's programs and the SORCe collaborative space.

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.

Staff Supervision

- Daily supervision and performance monitoring of Distress Centre team at SORCe with an eye to ongoing program development and enhancement
- Provide leadership and guidance in the development of skills to achieve personal development goals
- Model desired behaviour in the delivery of participant services and motivate staff
- Provide formal monthly supervision for members of the Distress Centre team at SORCe
- Ensure quality data tracking practices for the Distress Centre team
- Onboarding which includes HR and IT set-up, site awareness, training framework adherence, policy and procedures and general SORCe introduction
- Maintain adherence for staff to program procedures incorporating SORCe protocols
- Assist with the supervision, training and development of practicum students when applicable
- When applicable, provide leadership and guidance to the SORCe team during crisis situations

- Back up the SORCe team as necessary in the effective delivery of participant services
- Approve time-off requests, approve staff development requests
- Provide annual reviews; feedback and mentorship for professional development plans

Program Development and Implementation

- Participate in the recruitment, onboarding and training of new hires to the team
- Identify needs (e.g. training and staffing) and be present for consultation as required
- Assist with updating and maintaining internal documents for staff
- Participation, collaboration and strategic alignment with the Calgary Homeless Foundation to provide training and mentorship to the CAA System and Housing Strategists in Calgary

Frontline Service Delivery:

- Facilitate intake and profile creation for new SORCe participants and housing intake assessments when required
- Assess and guide the team to participant needs to provide information, and facilitate connections to programs within the SORCe collaborative or in the community
- Develop and maintain inter-agency relationships and partnerships to ensure successful connections for SORCe CAA participants and community partnerships to aid in service delivery and participant outcomes
- Support the team to provide outreach services in accordance with CAA guidelines as needed to address program access gaps
- Mentor the team to advocate on behalf of participants for housing placements within CHF funded housing programs, and other programs at SORCe or in the community with the goal of ending or preventing homelessness
- Collaborate with all agencies at SORCe in the effective delivery of the collective of programs and services

Hours of work and conditions

General working hours are 8:30am – 4:30pm. Offsite outreach work and some outdoor work with participants may be required.

This position is not eligible for remote work.

What you bring to the role:

Qualifications/Experience

- Undergraduate degree or college diploma in Social Work or a related human services field

- Registered Social Work designation is an asset
- 2 – 3 years of supervisory experience
- Understanding of evaluative frameworks
- Knowledge of and/or experience working with challenges of experiencing 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
- Knowledge and experience with Indigenous culture, supporting Indigenous people, and social services for Indigenous people is an asset

Skills/Abilities:

- Compassion and respect for all people seeking supports at SORCe
- Ability to manage and remain calm in crisis or stressful situations
- Exceptional people engagement skills
- Excellent organizational and time management skills
- Excellent computer 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 of and/or ability to learn participant data management systems
- Universal precautions knowledge and ability to complete specialized training applicable to service delivery for individuals experiencing homelessness, mental health, or addictions

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 committed to social impact and is making a difference in our community
- A great working environment with supportive colleagues
- Opportunities for learning and mentorship
- Competitive salary
- 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 **Team Lead at SORCe** 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.