



<b>Position title</b>	Client Support, Community Housing Program (Saturday/Sunday)
<b>Competition Number</b>	20180217
<b>Reports to</b>	Program Supervisor , Community Housing Program

**Introduction**

YW Calgary, as the largest and longest serving women’s organization in Calgary, supports women to gain control of their lives, achieve economic stability and live free from violence. Since 1910, we have focused on enhancing women’s safety and well-being while advocating for equity.

YW team members are expected to work professionally with a caring approach, adhere to our Code of Conduct and with a belief that things will get better. Demonstrate continuous improvement, collaboration and purpose in their work; have excellent communication skills; and demonstrate thoughtfulness in decision making. As a learning organization, YW employees are also expected to continuously develop professionally and personally.

The Community Housing is a housing first program that works from a harm reduction approach. The women we serve have experienced chronic homelessness as a result of multiple barriers, such as substance use, mental health, trauma, and domestic violence. Our program works alongside the women to stabilize, maintain and eventually transition them to more independent living.

**Responsibility**

The Community Housing Client Support works alongside women in the program by providing support, crisis interventions as needed, addressing basic needs and safety concerns. Client Support Staff are responsible for guest management, following consistent case plans for the individual client, maintaining a supportive presence in the building, striving to build community and engaging with clients to ensure that their needs are being met.

**Detailed Responsibilities and Accountabilities**

**1. Service Delivery**

Outcome: To ensure that clients in the Community Housing program are receiving support 24 hours per day and create opportunities to build relationships, engage in activities and build life skills as part of the Community Housing Program.

Indicator: Clients are regularly engaging in activities, team members are building supportive relationships with clients, the safety and integrity of the program is being monitored and maintained.

- Assess for client needs and safety concerns, crisis intervention and support if needed
- Maintain a presence in the building and surrounding areas to ensure a safe living and working environment for all
- Perform the guest management role of opening doors, visitors signing in and out of the building
- To advocate on behalf of the clients when appropriate
- To provide information and referrals for clients when necessary

- Coordinate and facilitate special events, house gatherings and life skills
- Maintains inventory of items for clients in house and staff office
- Communicate with co-workers verbally and through shift exchange notes
- Consistently follow through on individual case plans developed by the Case Coordinators
- To be proficient in the service delivery process: engagement, assessment and planning, intervention and termination.
- Contact the on call person on duty for situations that require support and authorization outside of this position's role and duties

## 2. Administrative

Outcome: To ensure that complete, accurate and professional documentation meets the program, organizational and funder requirements.

Indicator: All client files are up to date with evidence of active service plans, case notes and communications are documented, adhering to YWCA and CAC standards.

- Adhere to the record keeping and documentation expectations of the program
- Document interactions with women to ensure a high standard of service delivery
- To assist with other administrative duties as directed by the Supervisor of Community Housing
- Be aware of policies, procedures, mandates, the Mission and Philosophy of the YW Calgary and be cognizant of how these should be implemented and adhered to.
- Producing correspondence, forms, posters
- Keep accurate monthly statistics

## 3. Professional Development

Outcome: Contribute to a high performing team and engage as part of both the YW Calgary Community Housing Program and wider YW Calgary Teams.

Indicator: Staff are participating in ongoing professional development and organizational activities.

- Participate in annual performance reviews providing and receiving engaging feedback
- Be proactive in managing one's professional development and accountability for one's own practice
- Adhere to the mandatory training requirements set forth by the YW and specific training requirements for Case Management and program standards
- Keep up to date with promising practices related to issues that impact clients such as homelessness, addiction, domestic violence, and mental health
- Attend team meetings, supervision, retreats, professional development opportunities and other meetings as required by the program
- Establish and maintain effective working relationships with other YW team members, volunteers and students
- Actively participate in strategic program planning and continuous quality improvement planning and implementation

### Qualifications:

- Diploma or Degree in related Human Services Field
- Minimum 2 years experience of working with vulnerable populations or equivalent
- Current CPR and First Aid Certification; ASIST Suicide Intervention are a condition of hire
- Exceptional people skills and ease in building relationships
- Knowledge and understanding of Homelessness, Women's Issues and Family Violence.

- Intermediate computer and software skills including Microsoft Word, Outlook and Excel with the comfort of learning new systems
- Competence in the use of English language to enable the completion of case notes and other documentation
- A cleared or acceptable Police Check including Vulnerable Sector Search and a Child Intervention Check will be required

Please include job number in the subject line of your email and forward cover letter, salary expectations and resume to:

**Careers**  
YW Calgary  
320 5th Ave SE Calgary, AB T2G 0E5  
careers@ywcalgary.ca

No phone calls please. Thank you for your application, only individuals selected for an interview will be contacted.

YW Calgary is an equal opportunity employer and we value the diversity of people. Diversity at YW Calgary means a workplace where individual differences are recognized and appreciated, respected and responded to in ways that fully develop and utilize each person's talents and strengths.

If you require an accommodation in order to participate in the application or selection process, please contact the People Services Team at 403.750.2522.

YW Calgary will consult with all applicants who request accommodation during the process to ensure that the accommodation provided takes into account any individual accessibility needs. Any information received relating to accommodation will be addressed confidentially.

Deadline: March 30, 2018