



Position title	Client Support, Transitional Housing (Weekend Days)
Competition Number	2018042
Reports to	Manager, Transitional Housing
Area of work	YWCA Mary Dover House

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.

Responsibility

The Client Support works with women in the program by providing support, crisis interventions if needed, addressing basic needs and safety concerns, maintain case notes using HMIS data base. Client Support Workers also assist women when they phone or who walk in from the community. They support women with resources and information and help guide them to the appropriate service.

This position works Saturday and Sunday’s from 7:00 a.m. to 3:00 p.m.

Detailed Responsibilities and Accountabilities

1. Service Delivery

Outcome: Ensure clients are receiving the best possible service and support

Indicator: Client satisfaction, client support,

- To provide emotional support and basic needs for clients
- Engage with clients in a positive and professional manner; Role Model appropriate boundaries
- Support woman in crisis to access the appropriate services
- Plan and facilitate activities/events for the clients of Transitional Housing
- Assess the appropriateness of requested referrals either by telephone from another agency or women who walk in without an appointment
- To advocate on behalf of the clients when appropriate
- To provide information and referrals for clients when necessary

- Contact the on call supervisor/manager for situations that require authorization outside of this position's role and duties.

2. Administrative

Outcome: Timely work completion with completed documentation, up to date case notes, client files and electronic databases.

Indicator: File audits and reviews display up to date practices and adherence to documentation standards.

- Adhere to the record keeping and documentation expectations of the program
- Enter client information into an electronic data information and management system
- To assist with other administrative duties as required
- Be aware of policies, procedures, mandates, vision mission and Practice Framework of the YWCA Calgary

3. Professional Development

Outcome: To maintain a workforce of ongoing professionalism and skill that is continuously developing to meet the needs of clients served.

Indicator: Staff have active professional development plans and participate in relevant training opportunities.

- Be proactive in one's professional development and accountability for one's own practice
- Adhere to the mandatory training requirements set forth by the YWCA for all Intervention Services staff working directly with clients such as First Aid/CPR, Suicide Intervention, and Aboriginal Awareness
- Keep up to date with promising practices related to issues that impact clients such as homelessness, addiction, domestic violence, and mental health
 - Participate in team meetings, supervision and professional development opportunities as required
 - Establish and maintain effective working relationships with other YWCA staff, volunteers and students
 - Demonstrate strong communication skills

Qualifications:

- Diploma or Degree in social Work or Human Services or related field
- At least 2 years of experience working in Human Services, especially with vulnerable populations is an asset
- Current CPR and First Aid Certification; ASIST Suicide Intervention
- Strong interpersonal skills and ease in building relationships
- Basic knowledge and understanding of Homelessness, Women's issues and Domestic Violence
- Excellent verbal and written case note communication
- Knowledge of the "Housing First" philosophy and harm reduction
- Knowledge and skills in crisis intervention and supportive counseling
- Commitment to empowering women through a strengths based approach
- Experience working with diverse communities
- Proficient in the use of computers and software including Microsoft Word and Excel
- Competency working with diverse population (including cultural diversity, vulnerable and marginalized populations, different ages and abilities, poverty, LGBTQ2S+, trauma, etc.)
- Creative problem solving and conflict resolution skills

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: June 8, 2018