

## CLIENT SUPPORT

### CLIENT SUPPORT ( 1 FTE Day shift), COMMUNITY SERVICES

You've mastered your work in the area of direct client care. You're a problem solver and an advocate for to single women who have been assessed as high acuity and have experienced multiple barriers to sustaining housing. Your organizational skills and experience allows you to be calm under pressure, think critically and work from a thoughtful place. You get energy from being part of an environment where everyone do their best to support women build a sense of social inclusion and to develop a sense of mastery over their lives

### WHAT MOVES YOU

- You get fulfillment from celebrating small wins, staying positive knowing it will lead to change
- Working from a strengths based approach that addresses the whole person
- Leveraging and collaborating with your team to deliver the best program & services possible as every client deserves the best
- Affecting positive change by offering inclusive, non-judgmental, low barrier services for women

### WHAT YOU'LL DO

- Work directly with women to provide emotional support and basic needs for clients
- Demonstrate Proficiency in the service delivery process: assess for client needs, safety concerns, crisis intervention, safety planning and skills coaching
- Advocate on behalf of the clients and provide relevant information and referrals
- Maintain up-to date and accurate case notes / client information in electronic and physical files
- You also have the flexibility to be available on short notice.
- **Shifts are scheduled on a rotation basis (10 hours shift / 4 days on – 4 out)**

### WHAT YOU'VE DONE

- Diploma in related field and commitment to ongoing professional development
- **Minimum of two years of specific experience working in the field of homelessness, addictions and mental health**
- Commitment to feminist, anti-oppressive, and trauma-sensitive principles and values
- **Working knowledge of the Housing First and Harm Reduction framework**
- Ability to build trusting, healthy, and functional professional relationships

**If you want to work to change lives, we want to meet you.**

Competition Number: 2019017

**Deadline: February 11<sup>th</sup>, 2019**

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Apply today with covering letter, salary expectations and resume to  
[careers@ywcalgary.ca](mailto:careers@ywcalgary.ca)

*Posting will close prior to closing date if a suitable candidate is found.*