

## CLIENT SUPPORT (OVERNIGHTS )

### CLIENT SUPPORT (OVERNIGHTS) – TRANSITIONAL HOUSING

You have knowledge and interest in the programs and services offered by YW Calgary and want to positively impact those you support. You're a problem solver and an advocate for single women who have experienced multiple barriers in 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 does their best to support women as they build a sense of social inclusion and 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
- Promoting 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 respond to crises.
- Demonstrate proficiency in the service delivery process: assess for client needs, safety concerns, crisis intervention, and safety planning.
- Support administrative functions like completing nightly occupancy stats.
- 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
- Successful completion of CPR, First Aid, Naloxone, and Non-Violent Crisis Training within first 90 Days.
- ***This position works on a rotation schedule. Four days on, four days off, 10pm – 8a.m.***

### WHAT YOU'VE DONE

- Preferred: 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
- Familiarity with computers and associated software platforms (MS Outlook, Word, Excel)**

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

Competition Number: 2021024

**Deadline: April 13, 2021**

[www.ywcalgary.ca/work-with-us](http://www.ywcalgary.ca/work-with-us)

Apply today with resume, covering letter and salary expectations to:

[careers@ywcalgary.ca](mailto:careers@ywcalgary.ca)

YW Calgary is committed to providing an equitable, diverse and inclusive workplace where all employees, clients and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, and/or disability, feel valued and respected.