

CLIENT ENGAGEMENT COORDINATOR

CLIENT ENGAGEMENT COORDINATOR, TRANSITIONAL HOUSING (0.5 FTE)

Voted one of Maclean's Top 100 Charities of 2020, YW provides preventive and restorative services to women and their families to help them thrive. The Client Engagement Coordinator (CEC) develops and implements meaningful and appropriate group activities that support client independence and ability to thrive in community such as cooking/food preparation, book clubs, and art/crafting; managing referrals internally and externally.

In this role, the successful candidate will support staff members in learning how to appropriately engage women and collaborate with other YW Staff, and external community resources/partners to identify and provide meaningful engagement opportunities. The CEC will also contribute to funder reporting as needed, and develop appropriate surveys to capture the impact of the engagement opportunity.

WHAT MOVES YOU

- Affecting positive transformation through engaging activities and plans
- You have excellent communication skills that make engagement easy
- You enjoy problem solving and creative thinking
- Your commitment to empowering women through a strengths-based approach

WHAT YOU'LL DO

- Work with residents and their support team to develop community engagement plans and activities. Oversee these people
- Develop relationships and engagement opportunities for residents to participate in
- Create a discrimination, judgement, and abuse free environment for women.
- Contribute and implement plans to engage stakeholders and volunteers to support client engagement within the community.
- Identify and implement improvement strategies and best practices.
- Coordinate, schedule, and implement internal and external engagement opportunities for residents.
- Report and deliver on funders program required activities to the Resource Development
- ***This position works 18.75 hours per week between 9am – 5pm. Occasional weekends and evening hours may be required.***

WHAT YOU'VE DONE

- Post-secondary education in Human Services, Therapeutic Recreation or related field.
- Three-years' experience in a related field.
- Knowledge of issues specific to women experiencing homelessness, trauma, domestic violence, addictions and mental health.
- Knowledge of trauma-informed and client-centered methodologies.
- Knowledge of the "Housing First" philosophy and housing models
- Proficient in the use of computers and software including Microsoft Word and Excel, Teams.
- Competence in the use of English language to enable accurate documentation of case notes
- Competency working with a diverse population with varying ages, abilities and experiences.
- Demonstrated ability to work independently and as part of a multi-disciplinary team.

As a condition of employment, YW Calgary requires the successful candidate to be fully vaccinated. Where the candidate has not obtained the vaccine, the candidate will be considered on an exceptional case by case basis; YW Calgary will adhere with its obligations under the Alberta Human Rights Act."

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

Competition Number: **2021062**

Deadline: **October 5, 2021**

www.ywcalgary.ca/work-with-us

Apply today with resume, cover letter, and salary expectations to 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.