

CLIENT SERVICE COORDINATOR

CLIENT SERVICE COORDINATOR – TRANSITIONAL HOUSING (1.0 FTE)

As a Client Service Coordinator, you will act as the first point of contact for residents of Transitional Housing at YW Calgary. This role is responsible for engaging and supporting clients in activating individualized, intentional service plans and facilitating access to various services/resources. In this position, you have knowledge and interest in the programs and services offered by YW Calgary and want to positively impact those you support.

You support women who have experienced multiple barriers in sustaining housing, to gain control of their lives, achieve economic stability and live free from violence. 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 are a problem solver and an advocate for single women
- You get fulfillment from celebrating small wins, staying positive knowing it will lead to change
- 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

- Assess client needs and activate a client-centered service plan
- Support and assist clients in activating their safety plans created with the Clinical Case Manager
- Identify services/resources that support the success of the client's service plan and provide support in accessing the resources and services
- Adhere to sound record keeping and documentation practices
- Demonstrate proficiency in the service delivery process: assess for client needs, safety concerns, crisis intervention, and safety planning.
- Support administrative functions and maintain up-to date and accurate case notes / client information, nightly occupancy stats as required.
- Keep up to date on evidence based practice related to program, i.e. homelessness, domestic violence, mental health, feminist practice

WHAT YOU'VE DONE

- Post-secondary education in Human Services
- Minimum two years of related experience
- Current CPR and First Aid Certification, ASIST, NVCI
- Commitment to feminist, anti-oppressive, and trauma-sensitive principles and values
- Working knowledge of the Housing First and Harm Reduction framework
- Knowledge of issues specific to women experiencing homelessness, poverty, domestic violence, addictions and mental health
- Accomplishes tasks using an equity, diversity and inclusion lens
- Conflict management, de-escalation and resolution skills
- Ability to build trusting, healthy, and functional professional relationships
- Familiarity with computers and associated software platforms (MS Outlook, Word, Excel)

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: **2021077**

Deadline: **December 03, 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.