

Relief Support Worker – Ref. No. 19005

Abbeydale Place & The Prelude

Casual



The Alex: Changing Health. Changing Lives. The Alex Community Health Centre is a not-for-profit organization that is changing how we look at health care in Calgary. Our health, housing and food programs support our most vulnerable neighbours, tackling tough health and social issues head-on. Using a multi-disciplinary team approach, we focus care on assessment, intervention and promotion of all aspects of health. We embrace a model of health care that is accessible, responsive and participatory. In addition to the Family Health Centre, we run a Seniors Health Centre, a Youth Centre, two Mobile Community Health Buses, one Dental Health Bus, four Housing First Programs, a Community Food Centre and Youth Law.

What we do and why we do it:

Abbeydale Place and The Prelude improve the quality of life for formerly homeless men and women in Calgary, through harm reduction services and “housing first” philosophy. These permanent supportive housing programs have dedicated teams who provide Intensive Case Management to these individuals allowing them to break down barriers leading them towards a future of hope and healthy living.

The Relief Support Worker will be responsible for establishing support in a place-based Housing model through The Alex. This will involve engaging current clients who have had difficulty maintaining housing stability and developing ways to provide encouragement and support for them as they establish permanent housing. This is a Casual position that reports to the Program Lead. It is important that the Relief Support Worker is available to work overnight, weekends, and statutory holidays.

What you will do:

- Work within a harm reduction scope
- Advocate for clients when required; engage and support clients
- Provide ongoing support to clients living in Abbeydale Place & The Prelude buildings
- Provide basic life skills guidance
- Write clear and concise notes
- Facilitate recreation group, as needed
- Respond to all client crisis's in a timely manner and address behavioral issues as they arise/provide conflict resolution to tenants
- Monitor for safety issues in the building
- Collaborate with community partners (such as PACT) when required
- Maintain client confidentiality and clear boundaries, both inside and outside Abbeydale Place & The Prelude
- Represent the program and the agency in the community in a professional manner
- Adhere to the standards set out in Abbeydale Place & The Prelude procedure manual
- Work collaboratively with all team members to achieve excellent service and outcomes for clients
- Adhere to the code of ethics
- Expectations include, but are not limited to; household cleaning, cooking and upkeep of the program

What you bring:

- Should be within a year of completing a degree or diploma in a related field
- Maintain a clear understanding of the principles of Housing First and harm reduction
- Experience working with clients at-risk
- Should have a solid understanding of the principles of Housing First and harm reduction
- Must have superior communication skills
- Able to work effectively as part of a team
- Must have superior interpersonal skills
- Should be self-motivated and able to work with minimal supervision
- Superior documentation skills are required
- Must have excellent time management skills
- A class 5 driver's license non-GDL status, a vehicle, and \$2,000,000 liability coverage in car insurance are mandatory
- Current First Aid/CPR is mandatory

How to apply:

If you are as passionate as we are about making a difference in people's lives, please submit your resume to jobs@thealex.ca and be sure to include the job title and reference number in the subject line.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

For further information about The Alex and its programs, we encourage you to visit our website at www.thealex.ca