

**Support Worker – Ref. No. 19008**  
**Abbeydale Place**  
**Permanent Part-Time**



**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 improves 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 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 permanent part-time position reporting to the Program Lead. The Support Worker must be available to work on weekends, overnight, and on statutory holidays maintaining 30-hours per week with the possibility of full-time hours as required.

**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
- Responsible for organizing and facilitating recreation group(s) each weekend (minimum of 1 group/activity per weekend)
- Provide basic life skills guidance
- Work collaboratively with all team members to achieve excellent service and outcomes for clients
- Maintain relevant, timely and accurate documentation of all client work in daily case notes and Service Point
- Complete the required paperwork, including assessments, case notes, and monthly summaries for each client in a timely fashion
- Write clear, concise and objective notes
- 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
- Represent the program and the agency in the community in a professional manner
- Adhere to the standards set out in Abbeydale Place procedure manual
- Adhere to the code of ethics
- Expectations include, but are not limited to; household cleaning, cooking and upkeep of the program

**What you bring:**

- Completion of a degree or diploma in a related field; or within a year of completion
- Demonstrate a clear understanding of the principles of Housing First and harm reduction
- Experience working with clients at risk and/or vulnerable populations
- Should have a solid understanding of the principles of Housing First
- Must have superior communication skills and interpersonal skills
- Able to work effectively as part of a team
- Should be self-motivated and able to work with minimal supervision
- Passion for promoting wellbeing and connecting with others through recreational groups/activities
- Must have superior documentation skills
- Excellent de-escalation/crisis intervention skills
- Must have excellent time management skills
- A class 5 non-GDL driver's license, 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 email your resume to [jobs@thealex.ca](mailto:jobs@thealex.ca) and be sure to include the job title and reference number in the subject line.

For further information about The Alex and its programs, we encourage you to visit our website at [www.thealex.ca](http://www.thealex.ca)

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