



Mobile Resource Specialist – Ref. No. 19067
Alex Mobile Health Team
Permanent | Full-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.

What we do and why we do it:

As a Mobile Health Team, we work with our host partners and facilities to provide holistic primary care to individuals and families who have barriers to accessing the conventional health care system. Working with partners in the social service sector, education, or community services, the Alex's mobile health team work alongside established team members to service our clients' health and medical needs. Our team is there to help with education, advocacy, and assist in breaking down barriers for the clients

The Mobile Resource Specialist has two primary roles of driving and setting up the mobile health unit to the host site of the day, and during clinical hours, being the first point of contact for the clients and host site team members. The position is a key team member in the Alex's mobile health strategy, and incorporates both direct clinical interaction with clients, as well as operational support for clinicians working on the health units. It is a unique, adaptable position and the ideal candidate will be a strong representative of the Alex and its organizational values.

What you will do:

Driving the Bus

- Daily driving of the mobile health unit, through variable, year-round conditions, from Alex bus barn to host facility/site
- Responsible for daily maintenance and assessment of the vehicle's performance and upkeep, and the link with the Alex's facilities team and pre-approved vendors for scheduled, routine, and major maintenance and repairs on the mobile health unit
- May also be required to pilot the bus to alternate sites, community events, and special programming in addition to standard host sites/facilities

Host Site Liaison

- Be the primary, on-site liaison between the Alex and the host site/facility
- Forge strong working relationship with operations teams at host site/facilities
- Be a strong ambassador for the Alex's health programs and organization



Clinician/Clinical Flow Support

- As part of daily operations on the mobile health unit, facilitate clients getting to and from the host site to the Alex health unit
- Create EMR/CiviCRM profile for clients, perform appropriate intake assessments for medical and social programming
- Assist the clinician as required with resource navigation, client case management, and referring/connection to additional resources/organizations
- Link mobile health unit with home-site Alex youth and community clinic services as required

Direct Client Care

- Within the workflow of the mobile health program, build therapeutic relationships with clients
- Where required, and where services are not otherwise offered by host site, act as a client resource specialist to advocate, triage, and refer clients to appropriate community resources

What you will bring:

- Good organizational skills, works well in teams, strong relationship building skills with both clients and agencies, strong communication skills both with internal working teams, as well as external contacts at sites.
- Comfortable driving a large vehicle in variable weather conditions.
- The individual needs to be comfortable working with the youth population, those with addictions and other challenges.
- Familiarity with the resources available to the vulnerable populations in Calgary, and of the social service sector
- Cultural sensitivity to the variety of backgrounds
- Proficiency with MS Office Suite
- Prior knowledge of EMRs (e.g. Wolf) an asset

Education:

- Diploma or degree in Psychology, Social Work or related field.
- Minimum 3-5 years of relevant experience required.
- Minimum class 5 driver's license; additional driving training will be provided by Alex

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. **Deadline to apply is September 23, 2019 by 4pm.** For further information about The Alex and its programs, we encourage you to visit our website at www.thealex.ca

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