



Support Worker – Ref. No. 19068

The Prelude

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 Community 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:

The Prelude is a housing first program that services formerly homeless men and women ages 24 - 65. Our philosophy is that everyone is entitled to appropriate housing and the supports they need to sustain that housing. We deliver service within an Intensive Case Management model, through the lens of harm reduction and housing first. Our clients have polysubstance use with a high focus on methamphetamines. Approximately 45% of our clients are on community treatment orders.

The Support Worker is responsible for establishing support in a place-based Housing model through The Alex. This involves 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 Team Lead. The Support Worker works on weekends, overnight, and on statutory holidays as needed 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 The Prelude
- 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, DOAP Team etc) when required
- Maintain client confidentiality and clear boundaries, both inside and outside The Prelude
- Represent the program and the agency in the community in a professional manner
- Adhere to the standards set out in The Prelude procedure manual
- Adhere to the code of ethics
- Expectations include, but are not limited to; household cleaning, cooking and upkeep of the program, completion of all shift/cleaning duties



What you bring:

- Should be within a year of completing a degree or diploma in a health care related field
- Experience working with clients at risk
- Should have a solid understanding of the principles of Housing First and Harm Reduction
- Must have a 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
- Must have superior documentation skills
- Must have excellent time management skills
- A valid Class 5 driver's license, \$2,000,000 liability coverage in car insurance, and vehicle are mandatory
- Current First Aid/CPR is mandatory

Why You Want to Work with Us:

The Alex is an innovative and diverse organization which seeks to invest in its employees and see them succeed in their chosen careers. If you are seeking a deeply rewarding, yet challenging career helping Calgary's vulnerable populations, this might be the place for you!

- 3-paid weeks of Vacation
- Paid Wellness and Personal Days
- RRSP Matching after 6 months
- Reimbursement of Professional Designation fees
- Investment in Professional Development
- Health and Lifestyle Enhancement benefit

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 24, 2019 by 4pm.**

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