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|  | **Youth Work** | | **January 2024** |
| 1. **Position Information** | | | |
| **Position Title**  Community Resource Support Worker | **Department**  Main Office | | **Location**  Calgary - YYC |
| 1. **Position Summary** | | | |
| The Community Resource Support Worker  **Key Outcomes/Measures of Success:**   1. Those receiving services obtain resources and supports timely and effeciently 2. Support and guidance are given to office volunteers at reception and information regarding agency operations flows throughout the organization as appropriate. 3. Those receiving services are informed and have access to indigenous programming in the agency. 4. Culturally relevant resources are prioritized | | | |
| 1. **Major Duties** | | | |
| 1. Assist with the immediate service needs of individuals referred from the courts prior to their intakes being conducted in other programs. 2. Provides referrals and resources, basic needs and emotional support to those receiving services who require outreach supports, case management support for stabilization and reintegration after release. 3. Provide information on internal programming and services. 4. Are the first place of information and support to all those who access services and supports 5. Conducts contact with clients for Elder meetings, appointments and intakes 6. Manages meeting link ins for weekly Soksipaitapiisin Elder meetings to connect Elders and Participants. 7. Works in collaboration with the Soksipaitapiisin team to reduce gaps for individuals who require immediate supports waiting for intake and case management assignment. 8. Duties are assigned as required for the efficiency of the program. | | | |
| 1. **Knowledge and Skills** | | | |
| **Exhibited Skill Sets:**   * Strong communication and interpersonal skills. * Experience working with complex populations * Lived experience an asset * Effective self-management skills with demonstrated ability to prioritize and manage multiple tasks * Impeccable organizational skills to provide accurate and timely documents and paperwork * Ability to work independently and effectively as part of an integrative team.   **Cultural:**   * A strong understanding of Indigenous issues, social justice advocacy, diversity and anti-oppressive practice. * Strong cultural knowledge and understanding of traditional and ceremonial teachings * Understanding of how to work effectively with Elders, Sacred Teachers and Knowledge Holders and follow traditional protocols * Indigenous language an asset but not required. | | | |
| **Formal Education** | | **Applicable Experience** | |
| * Diploma in justice, social work, or other related field * In cases where a degree has not been secured – relevant experience may be considered in lieu of the educational requirement | | * Exhibit strength and experience working with complex populations * Proficiency in Microsoft Office, specifically Publisher, Word, Excel, Outlook, TEAMS, Google Networks * Excellent oral and written communication skills * Capacity to keep a calm and inviting environment and conduct effective problem solving | |
| 1. **Review of Existing Position** | | | |
| Original description – updated and approved January 5, 2024 | | | |
| 1. **Salary and Benefits** | | | |
| **Term Position –** Contracted – Regular Salaried  **Base Annual Salary Range –** $42, 900 – 44,500 Depending on experience  **Weekly Hours –** 37.5 hours per week  **Benefits –** 65% of benefits package includes dental, health, insurance, long term disability  **Pension –** 3% RRSP employer contribution – with minimum 1.5% employee contribution to RRSP or TFSP  **Vacation –** 3 weeks annual vacation  **Wellness Days –** 4 – 1 per quarter  **Paid Time off –** 12 annual sick days, extra approved time off during Christmas vacation and 14.5 Stat and approved holidays. | | | |
| 1. **Competition Deadline and Contact** | | | |
| Send Resume and Cover Letter to:  **Nicolle Hans** – manager@elizabethfrycalgary.ca  **Deadline: Until hired** | | | |