

POSITION DESCRIPTION *for* Support Staff (Casual Relief) Elizabeth House

REPORTS TO

Elizabeth House Program Coordinator

OVERVIEW

This is a casual relief position with no guaranteed hours. Reporting to the Program Coordinator, Support Staff will deliver supportive programs that enhance residents' abilities to engage in the development of core capabilities and resilience.

RESPONSIBILITIES

Resident Support

- Reinforcing the outcomes identified in resident's care plan and learnings from external supports;
- Provide supports in the coordination of services (including system navigation – i.e. filling out forms, referrals, explaining how supports and services work etc.);
- Engaging with residents from a trauma informed perspective of specialization/ customization and flexibility;
- Development and facilitation and/or supervision of in-house programs, events and activities;
- Supporting cohesion and healthy group dynamics in the home;
- Assisting with the care of infants as needed and within the protocols of the program;
- Transporting & accompanying residents to various errands, appointments as needed;
- Managing urgent situations that may arise, with support of On Call staff;
- Overseeing the safety and security of the household in accordance with program guidelines;

Facility Upkeep

- Contributing to the daily maintenance and (domestic) upkeep of the home;
- Assist the Coordinator in identifying and addressing needs for property, household and equipment maintenance and improvement;
- Completes other duties as appropriate to the role and assigned by the Program Coordinator or their representative (i.e. Caseworker)

QUALIFICATIONS

Support staff adapt easily, work collaboratively, demonstrate flexibility and versatility, can juggle several tasks and demonstrate a strong trauma-informed and collaborative approach.

Our ideal candidates:

- Must have current education/ training in Child and Youth Care or Social Work. Other relevant fields may be considered;
- Current experience working with at-risk populations in residential, emergency shelter, school and/or community support settings;
- Have current and relevant experience working with at-risk women (adult and youth), as well as children from newborn to 24 months. Experience working with pregnant and parenting women and youth is an asset;
- Ability to create rapport with residents, volunteers, and colleagues;
- Can respond to conflict, crisis and/or emergency situations with maturity, patience, discipline, and confidence;
- Adept at communicating dynamically in individual and group settings;
- Hold a valid driver's license and satisfactory driving history (10yr abstract required);
- Have excellent verbal and written communications skills, including professional case notes and resident touch points (daily logs);
- Will be required to undergo security screening including vulnerable sector police and child welfare clearances on an ongoing basis.

SAFE ENVIRONMENT

In support of the Safe Environment Program, this position is required to obtain or complete the following:

- Participate in interview process and provide appropriate references
- Vulnerable Sector Police Information Check (VSPIC)
- Intervention Record Check, Children's Services
- Praesidium *Sexual Abuse Prevention* online training
- Agree to abide by the Model Code of Conduct confirmation made through signing of the Agreement to the Model Code of Conduct

WORKING CONDITIONS

This is a home-like environment where support staff work in isolation and with minimal direct supervision.

Permanent, salaried part-time positions as well as hourly, casual relief staff positions are available. All Support Staff positions require the flexibility to work evenings, weekends, overnight shifts and statutory holidays.

Staff are expected to adhere to professional boundaries and policies as applicable to Elizabeth House and the R.C. Diocese, while maintaining open communication, confidentiality, compassion for the women and babies who call Elizabeth House home.

Between full time day, casual and relief staff, the program offers onsite supervision and support 24hrs/day, 7 days/week, 365 days/year.

- Sleeping accommodations and meals are provided onsite for overnight and weekend shifts;
- Flexibility in scheduling is offered to meet the individual needs of the Support Staff and the program;
- Ongoing training is provided as needed for the role.

KEY RELATIONSHIPS

Program Manager, Caseworker, other Elizabeth House staff, Pastoral Centre management and staff, Volunteers, Donors and other guests to Elizabeth House

PHYSICAL DEMANDS

- Occasional sitting to complete computer and desk-based tasks
- Constant movements of the neck in all directions required when completing assignments
- High levels of concentration
- Potential exposure to stressful situations such as deadlines, dealing with aggressive or upset individuals, abusive or aggressive phone call, general workload demands
- Occasional lifting to 10 lbs/4.5 kg (i.e. office supply boxes)
- Occasional: pushing, pulling, kneeling, squatting, forward reaching, reaching about shoulders, stooping and bending forward from standing position, carrying of objects

TO APPLY

Documents required as part of the application process include:

- A completed application form - Download here: <https://www.catholicyc.ca/careers.html>
- A cover letter and resume
- Three (3) reference checks (will only be contacted if you are selected as our final candidate)
- Agreement to the Model Code of Conduct (see <https://www.catholicyc.ca/careers.html>)

Applications should be submitted by e-mail to: Careers@calgarydiocese.ca

Start date is December of 2021, with hiring ongoing until multiple positions are filled. Only applicants who are short-listed for an interview will be contacted directly by our office. We thank in advance all applicants for their interest.