

# **CAREER OPPORTUNITY** *for* Support Staff (Part-time, 1 Year Contract) Elizabeth House

## OVERVIEW

Reporting to the Program Manager, 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 Manager 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 Manager or their representative (i.e. Caseworker)

### **General Expectations**

- Adhere to and practice the values and goals set out in the Program Design and Theory of Change.
- Support all women accessing Elizabeth House programs, including those living in the house, on the waiting list and those who have accessed programs in the past (outreach)
- Attend and participate in Elizabeth House staff meetings, Catholic Pastoral Centre staff and team meetings as well as training opportunities and special events as required.

- Abide by the R.C. Diocese Model Code of Conduct, Pastoral Code of Conduct and Accountability, Elizabeth House Operations Manual and all Policies and Procedures pertaining to the work of Elizabeth House, as well as legislative and best practice standards for working with youth and vulnerable populations and adherence to relevant health and safety regulations.
- Complete all initial and ongoing screening, professional development and training requirements for employment.

## 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.

## HOURS OF WORK

Saturday and Sunday, 8:30am – 5:30pm. Includes a 30 minute paid break.

## 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

## 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 weekdays, 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.

## PHYSICAL DEMANDS

- Constant sitting to complete computer and desk-based tasks
- Constant movements of the neck in all directions required when completing assignments
- High levels of concentration
- Exposure to stressful situations such as deadlines, dealing with aggressive or upset individuals, abusive or aggressive phone call, general workload demands
- Exposure and response to crisis situations
- Occasional lifting up to 50lbs/23 kg (infants)
- Frequently: pushing, pulling, kneeling, squatting, forward reaching, reaching about shoulders, stooping and bending forward from standing position, carrying of objects
- Constant physical activity with young children and young adults
- Potential exposure to infectious disease in communal setting

## TO APPLY

Documents required as part of the application process include:

- A completed application form - Download here: <https://www.catholicyc.ca/careers.html>
- Resume
- Three (3) reference checks (will only be contacted if you are selected as our final candidate)

Applications should be submitted by e-mail to: [Careers@calgarydiocese.ca](mailto:Careers@calgarydiocese.ca). No phone calls please.

Applications will be accepted until **noon on Friday, June 14, 2024**. Only applicants who are short-listed for an interview will be contacted directly by our office. We thank all applicants in advance for their interest.