

E4C, one of Edmonton's oldest and most respected social service agencies, is seeking a dedicated professional eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people, helping and supporting individuals and the community in undergoing positive change and increasing capacity.

Shift Leader & Outreach Worker - Women's Emergency Accommodation Centre (WEAC)
Transitional Services

Job Purpose

The Shift Leader is a supervisor staff member of the WEAC team responsible for delivery services to program residents and guiding client care through Care Workers and the Outreach Workers and is the senior staff member of WEAC in the absence of the Supervisor.

The Outreach worker provide assistance in securing, safe, affordable long term housing also provide follow up and support in the community so the client will have a better chance of long term success and stability hence, independence.

The Women's Emergency Accommodation Centre (WEAC) provides emergency beds, meals, transportation and security for women in a 24-hour-a-day staffed facility

Duties and Responsibilities

As a Shift Leader

- Provide direct care to clients through support and crisis intervention; modeling and instructing appropriate living and life skills; case and exit planning; advocacy and referral to community resources; and planning recreational and/or group activities.
- Assess and monitor clients by maintaining and reviewing client case documentation; keeping of appropriate program statistics; and communication with program staff and relevant parties.
- Maintain a safe and healthy living environment through: mediating disputes and encouraging cooperation; reviewing critical incidents and suspensions / evictions by front-line staff; and organize regular resident meetings.
- Provides additional support to the program when required
- Other duties maybe assigned.

As an Outreach Worker

- Provide assistance to clients in their search for housing through advocacy, resources and active listings of available housing.
- Forge and create ongoing contacts with landlords, the courts, child welfare, social services and all other supportive agencies.
- Provide listening support to clients.
- Gather all the appropriate information and paper work for referrals and present the options to clients.

- Work with sensitive documentation.
- Provides additional support to the program when required.
- Other duties may be assigned.

Administration

- Ensure open and clear communication with all team members.
- Update case files, compile written monthly reports and statistics, and complete written documentation as required.
- Adhere to program and agency policies and procedures.
- Other duties may be assigned.

Qualifications

- Two-year post-secondary diploma or degree in a human service field AND one year related work experience
- Must have a clear understanding of FOIP and confidentiality
- Broad knowledge of community resources, knowledge of inner city, homelessness, poverty, mental health, addictions, prostitution, abuse and multicultural issues
- Non –judgmental, empathetic, creative and enthusiastic qualities
- Clear Security Clearance, Suicide Intervention, Standard First Aid, Crisis Intervention and Medication Administration certification.
- A valid driver’s license, registration, insurance and operation of a personal vehicle. Clean driver abstract with a reliable vehicle with a 6A endorsement/with permission to carry passengers.
- Aptitude and skill in computer use.
- Strong interpersonal, communication and teamwork skills with the ability to work with initiative and independence.
- Clear understanding of professional boundaries.

Working Conditions

Shift work and flexibility in scheduling is required, and participates in the on-call rotation also fills in where needed in the delivery of services to clients. General hours would be:

Outreach	8:00 am – 4:00 pm	Thursday and Friday
Shift Leader	9:00 am – 5:00 pm	Saturday, Sunday and Monday

The Outreach may be called upon to act as the ‘Supervisor on Site’. This position is Full-time and must be able to manage and work in a stressful environment

Salary Scale

Starting: \$17.73/hr

Please submit your résumé to:

E-mail: hr@e4calberta.org

Fax: 780.425.5911

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