

Discovery House Family Violence Prevention Society

POSITION TITLE:	Outreach Worker
REPORTS TO:	Team Lead, Shelter Case Management
POSITION TYPE:	Full-time, Temporary (12-month term)
FLEXIBLE WORK:	Eligible
LOCATION:	Calgary, Alberta
SALARY RANGE:	\$49,704 - \$60,750
JOB CLOSING DATE:	January 5, 2024

What We Do:

Discovery House Family Violence Prevention Society provides a continuum of care and integrated wrap-around services to women and their children fleeing domestic violence. We facilitate transitional housing and offer longer-term, safe places for women and children to call home while they begin to rebuild their lives. Discovery House is about hope and healing using trauma-informed care practices.

What Our Employees Love:

- Three weeks of vacation to start.
- Eligible positions can work from home up to 3 days per week with our Flexible Work Policy.
- Additional time off including Wellness Days, Professional Development Days, and Sick Days.
- Benefits Package and Employee and Family Assistance Program.
- A dog friendly workplace.
- We observe all Statutory Holidays (including the optional ones), and employees may substitute religious holidays for celebrations that are relevant to their cultural identity.
- Committees including Health & Safety, Equity, Diversity & Inclusion, Indigenous; and Social.
- A 2SLGBTQ+ welcoming environment.
- Potlucks, celebrations, work-life balance, and plenty of fun.
- Being a part of a reputable not-for-profit organization (5-time winner of Top 100 Rated Charities in Canada!)

We are building towards an inclusive and equitable workplace that reflects the diversity of the communities we live in, creating the opportunity for every employee to reach their potential. Join our team and be part of a transformative organization committed to ending domestic violence. As advocates of **Empowerment**, we believe in unlocking the potential in every individual, fostering resilience, and empowering positive change. Our **Tenacious** spirit drives us to get things done and make a lasting impact, while our commitment to **Inclusion** ensures that everyone belongs and is welcomed in our community. Embracing **Curiosity**, we continually learn, innovate, and adapt to break the cycle of domestic violence. Through **Collaboration**, we build strong connections and work collectively to create a safer, more equitable world for all. If you're passionate about making a difference, join us in our mission to empower, thrive, and create positive change together.

We welcome applications from people in all underrepresented groups, believing we are at our best when everyone has a seat at the table. If you have some but not all the qualifications for the position, but are willing to learn, we invite you to apply. Accommodations are available upon request throughout every stage of our recruitment process.

What You'll Do:

Reporting to the Team Lead, Shelter Case Management, the incumbent will provide confidential, emotional and practical support to women who have experienced, or are experiencing Domestic Abuse. Working from a family and child centered approach, the outreach support worker will empower families to re-build their confidence and independence, enabling them to live a life safe and free from abuse. The incumbent will also utilize inclusion and equity practices to better serve diverse populations of women and children in shelter and community housing programs.

Outreach

- Provide individualized, short-term (9-12 month), face-to-face, targeted case management to families to support their transition from Discovery House's second stage shelter to the community through systems navigation, referrals, and linkages to longer-term community supports/resources
- Work closely with the Shelter Case Management Team, to gather information about the needs of the families transitioning from shelter to best understand the type(s) of supports the families may require.
- Provide assistance to families planning to move from the shelter to attain and maintain long-term, safe, housing and provide information about landlord-tenant roles/responsibilities and pro-tenancy activities
- Ensure family has resources and supports to remain safe in their new home, including the creation of safety plans, providing DV education, and linking to appropriate community resources to support on-going safety (including cultural/language specific resources)
- Where necessary, provide transportation to clients/families to ensure they are able to connect to resources
- Where necessary, ensure outreach families have applied to appropriate affordable housing providers in the City
- Work collaboratively with the Discovery House Clinical and Child & Youth Team to ensure family needs are being met, including crisis support, enrollment in school/daycare, referrals and linking to on-going supports to meet the needs of the family.
- Other duties as assigned to support the families and programs team.

Administrative Duties

- Establish and maintain appropriate documentation, record keeping and statistics as required for clinical program standards.
- Keep accurate and up to date file notes on any phone call or in-person contact with clients.
- Maintain accurate record of time spent with each client.
- Complete and submit statistical records monthly.
- Submit expense records once a month, if appropriate.
- Submit time sheets on a biweekly basis.
- Other duties as assigned.

Professional Competence

- Adhere to agency policies, procedures, practices and Code of Ethics.
- Demonstrate an understanding of violence/abuse against women and women centered approaches.
- Understanding of Housing First and a Harm Reduction models
- Demonstrate professional attitudes, characteristics and practices.
- Establish and maintain professional relationships with colleagues.
- Maintain on-going professional development.
- Participate in annual performance reviews.
- Participate in the development of a healthy and safe working environment.
- Promote Discovery House's image by acting as an ambassador of the agency.

What You'll Bring:

- Bachelor's degree in social work, psychology or other human/health services field or related area with 3 - 5 years of experience; an equivalent combination of education and experience may be considered
- Registration with ACSW or equivalent is an asset
- Valid driver's license and reliable vehicle required, accompanied by a minimum of \$2 million liability insurance coverage and business insurance (or documented provision from the insurer that allows for the occasional transportation of clients).
- Understanding of trauma-informed practice and crisis management
- Knowledge of the Housing First model, Harm Reduction model, and women's shelters
- Understanding of the intersection between domestic violence, poverty, and homelessness
- Knowledge of community resources
- The ability to take initiative, collaborate and coordinate work across different departments of the agency, while keeping each area's priorities in mind
- Strong interpersonal and organization skills
- Ability to work independently and within a team environment
- Strong communication and conflict resolution skills
- Counselling and assessment experience with vulnerable populations required
- Current CPR, suicide intervention and First Aid certification desirable
- Valid driver's license and reliable vehicle required, accompanied by a minimum of \$2 million liability insurance coverage and business insurance (or documented provision from the insurer that allows for the occasional transportation of clients).

This is a temporary position with a 12-month term ending February 2025. The successful candidate will be required to complete a Criminal Record and Vulnerable Sector Check and an Intervention Record Check.

TO APPLY:

Please send your resume and cover letter to careers@discoveryhouse.ca stating the job title in the subject line. We thank all applicants; however, only those selected for an interview will be contacted.

We acknowledge that we live, work, and play on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Îyâxe Nakoda Nations (Bears paw, Chiniki, Wesley), the Métis Nation (Region 3), and all people who make their homes in the Treaty 7 region of Southern Alberta.