

Community Support Worker – Ref. No. 20016

Assisted Self Isolation Site

Casual

The Alex: Changing Health. Changing Lives. The Alex Community Health Centre is a not-for-profit organization that is changing how we look at health care in Calgary. Our health, housing and food programs support our most vulnerable neighbours, tackling tough health and social issues head-on. Using a multi-disciplinary team approach, we focus care on assessment, intervention and promotion of all aspects of health. We embrace a model of health care that is accessible, responsive and participatory. In addition to the Community Health Centre, we run a Seniors Health Centre, a Youth Centre, two Mobile Community Health Buses, one Dental Health Bus, four Housing First Programs, and a Community Food Centre.

What we do and why we do it:

The pandemic response continues to evolve which requires a team that will have flexibility in their delivery of care. The Government of Alberta has identified that it is critical to have an Assisted Self Isolation Site (ASIS) for Calgary's vulnerable homeless individuals who otherwise do not have homes to self-isolate should they become symptomatic or ill with COVID-19. Our target population is Calgary area only, homeless persons with symptoms who have been tested in the community and require self-isolation while waiting for results; COVID-infected homeless persons requiring self-isolation while their illness resolves; homeless persons who have symptoms or have come into contact with a known case and don't have a home where they can properly isolate. The ASIS team will provide medical, mental health, addictions, and housing supports in a 24/7 operation of care.

The Community Support Worker is responsible for establishing support in a place-based Housing model through The Alex. This involves engaging current clients who have had difficulty maintaining housing stability and developing ways to provide encouragement and support for them as they self-isolate. This is a temporary casual position reporting to the Social Team Lead. Willingness and ability to work weekend and overnight awake shifts is preferred. Shifts and layout of site also require the ability to walk up and down stairs (up to 3 flights) with lots of walking and some heavy lifting. This is a casual position.

What you will do:

- Work within a harm reduction scope in a congregate setting
- Advocate for clients when required; engage and support clients
- Provide ongoing support to clients staying in the ASIS program
- Responsible for organizing and facilitating recreation group(s)
- Provide basic life skills guidance
- Work collaboratively with all team members to achieve excellent service and outcomes for clients
- Maintain relevant, timely and accurate documentation of all client work
- Complete the required paperwork, including assessments, case notes, and monthly summaries for each client in a timely fashion
- Write clear, concise and objective notes
- Respond to all client crisis's in a timely manner and address behavioral issues as they arise/provide conflict resolution to tenants
- Monitor for safety issues in the building
- Collaborate with community partners (such as PACT, DOAP Team etc) when required
- Maintain client confidentiality and clear boundaries, both inside and outside the ASIS program
- Represent the program and the agency in the community in a professional manner
- Adhere to the code of ethics
- Expectations include, but are not limited to: medication and meal delivery, wellness checks of the patients, and other duties, as required



What you bring:

- Should be within a year of completing a degree or diploma in a health care related field
- Experience working with clients at risk
- Should have a solid understanding of the principles of Housing First and Harm Reduction
- Able to work effectively as part of a team
- Must have superior interpersonal, communication and documentation skills
- Should be self-motivated and able to work with minimal supervision
- Must have excellent time management skills
- A satisfactory criminal record clearance is required
- A class 5 non-GDL driver's license and a clean driver's abstract are required
- Standard First Aid – Level C CPR & AED are an asset
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action an asset

Why You Want to Work with Us:

The Alex is an innovative and diverse organization which seeks to invest in its employees and see them succeed in their chosen careers. If you are seeking a deeply rewarding, yet challenging career helping Calgary's vulnerable populations, this might be the place for you!

How to apply:

If you are as passionate as we are about making a difference in people's lives, please submit your resume to jobs@thealex.ca and be sure to include the job title and reference number in the subject line. This job posting will remain open until suitable candidates are found.

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

For further information about The Alex and its programs, we encourage you to visit our website at www.thealex.ca