

Community Support Worker – Ref. No. 20053
Assisted Self Isolation Site (ASIS)
1-year Term | Full-Time



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 and rapport with clients in isolation at the Assisted Self Isolation Site. This involves meeting basic needs such as clothing, toiletries and meals, engaging current clients in therapeutic rapport-building, crisis intervention, safety planning, providing wellness activities and encouraging clients towards successful completion of self-isolation periods. This position works collaboratively with case managers, nurses and other healthcare providers. Willingness and ability to work 12-hr shifts (alternating 3-on/4-off; 4-on/3-off), including overnight awake shifts is required. Shifts and layout of site also requires the ability to walk up and down stairs (up to 3 flights) with lots of walking and some heavy lifting. This is a one-year term, full-time position.

What you will do:

- Expectations include, but are not limited to: meal delivery, wellness checks, therapeutic rapport-building, behaviour management and other duties as required
- Work within a harm reduction scope
- Work within a congregate setting
- Advocacy
- 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 required paperwork, including assessments and case notes summaries for each client in a timely fashion
- Write clear, concise and objective notes
- Respond to all client crises 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

What you bring:

- Within a year of completing a degree or diploma in a health care or social services related field; other relevant experience may be considered
- Experience working with vulnerable populations is required
- A solid understanding of the principles of Housing First and Harm Reduction is preferred
- Must have superior communication, interpersonal and documentation skills
- Able to work effectively as part of a team
- Should be self-motivated and able to work with minimal supervision
- Must have excellent time management skills
- A class 5 non-GDL driver's license and a clean driver's abstract are required
- A satisfactory criminal record clearance is 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!

- Group Benefits
- Paid Wellness and Personal Days
- RRSP Matching
- Reimbursement of Professional Designation fees
- Investment in Professional Development
- Health and Lifestyle Enhancement benefit

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 a suitable candidate is found.

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

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