

# Direct Service Support Relief Staff - Stepping Stone Manor

Stepping Stone Manor, 222 15th Ave SW, Calgary, Alberta, Canada Req #46

April 2, 2024

Are you interested in making a difference in the lives of marginalized populations?

The field of human services provides meaningful work. What you do has a purpose, and you know it directly impacts and contributes to an individual's well-being while supporting the development of more inclusive communities which benefit everyone.

Calgary Alternative Support Services (CASS) recognizes that the people we employ are our single greatest asset. We endeavour to recruit and mentor human service professionals with talent and commitment for disability advocacy and community engagement.

**This posting closes on May 8, 2024.**

## Program Summary

Stepping Stone Manor facilitates connections and opportunities that promote personal development and inclusive communities for adults (with no dependents in their care) experiencing mental health and/or addictions issues who have a history of chronic or episodic homelessness or are at risk of homelessness. Stepping Stone Manor is a partnership between HomeSpace, the Calgary Homeless Foundation, and Calgary Alternative Support Services. Stepping Stone Manor provides tenants with affordable safe housing using the harm reduction model, a housing first philosophy, and social determinants of health.

## Job Summary

Primary responsibility: Eviction Prevention

Secondary responsibility: Tenant goal achievement

The Direct Service Support Staff and Relief Staff are responsible for providing direct service delivery to individuals residing in Langin Place and/or Stepping Stone Manor using a housing first philosophy and harm reduction approach. Through a team approach, in conjunction with Case Managers, this role serves to support tenants in preventing eviction. As well, this role will work with Case Managers to support goal achievement as stated in the Personal Service Plan.

This role will be paired with specific tenants & Case Managers to ensure success in stable housing.

## Key Responsibilities to:

## Tenant

- Follow a “housing first,” “client directed” and “Critical Time Management” philosophy to tenants as part of a dedicated team
- Provide individualized, person directed, client-centered support to tenants using both trauma informed and harm reduction approaches
- Display unconditional, non-judgemental positive regard and maintain professionalism in interactions with tenants, while building rapport to promote positive change
- Establish respectful and professional boundaries while developing positive working relationships with tenants
- Collaborate with assigned Case Manager to address and problem solve tenants’ needs in meeting landlord requirements for maintaining housing and avoiding potential for eviction, including identifying potential barriers
- Through weekly monitoring and maintenance of units, work closely with tenants to ensure units are prepared for inspections by landlord; including but not limited to assisting tenants with cleaning, removal of hazardous materials, purging and organizing, etc.
- Provide input and assist Case Managers, Team Leads, Supervisory Staff, and Program Coordinator in the development of appropriate program plans, program activities and goal development
- Assist the team with monitoring, reporting, problem solving and implementing strategies and medical recommendations to address tenants physical and mental health needs
- Promote harm reduction and positive change with respect to addictions and substance abuse and other potentially harmful behavior
- Recognize, analyse and respond to crises and potential emergencies, and seek medical intervention or other emergency response support as needed to ensure the safety of all involved
- In consultation with Case Managers, and all other program staff, assist tenants in navigating and accessing support services for health and wellness, mental and physical health, substance use and addictions, medication management, and any other risk factors that could impede the tenant in maintaining permanent housing
- Provide transition support for tenants moving in or out of CAPSH housing
- Advocate on behalf of tenants for their needs and stated desires particularly when facing discrimination, prejudice, or other barriers
- Promote independence and support in tenant skill development, provide coaching and mentoring support to tenant regarding housing and goal setting
- Follow prescribed policies and procedure associated with the landlord
- Document tenant behavior and needs as well as program issues using the incident reports, running notes, tenant files, shift updates/emails

- Contribute to the evaluation of tenant's progress and documenting to file
- Other duties as requested by the Team Leads/Supervisors, Assistant Program Coordinator, and Program Coordinator

### **Program / Agency**

- Maintain reports such as running notes, shift notes/daily shift records
- Promptly notify Team Leads / Supervisors, Assistant Program Coordinator and Program Coordinator of all incidents, critical incidents, near misses and hazards, and document using the reporting templates provided for submission to Team Leads / Supervisors, Assistant Program Coordinator, and Program Coordinator or designate
- Track and submit maintenance requests, where needed, in consultation with Team Leads / Supervisors
- Maintain regular and consistent communication with all team members
- Perform day to day tasks as requested by the Team Leads / Supervisors, Assistant Program Coordinator, and Program Coordinator i.e., checking email, etc.
- Support all team members in completing duties, responding to crises, providing back-up, etc.
- Understand and adhere to CASS Policies and Procedures, and the CAPSH program operations manual, and supporting documents
- Provide suggestions, ideas and thoughts that promote better service to the tenants and alerts team to potential issues and concerns to Case Managers, Team Leads / Supervisors, Assistant Program Coordinator, and Program Coordinator
- Work within a team approach to resolve issues where all stakeholders are a part of the decision-making process
- Assist with planning and implementation of special events
- Complete tenant and agency-specific paperwork in a timely fashion through submission of the following:
  - Dayforce submissions (punching in and out for shifts)
  - Absence request submission
  - Pre-approved monthly expenses and mileage claim submission
- Perform light cleaning and maintenance duties in staff office and common spaces, as required, may include some additional property management related duties
- Maintain valid certification in all training and employment requirements. Promptly complete required/core training and any additional training requested based on client support needs

### **Culture**

- Flexible in meeting all CASS scheduling needs including rotational shifts

- Work well with team to meet tenant, agency and building needs
- Exposure to emotionally demanding and stressful situations – debrief where needed, support other team members in response, seek additional support where needed
- Maintain positive workplace culture at all times, including during demanding and stressful situations
- Respond professionally to violent and aggressive behavior of tenants, visitors and community members
- Consistence in following and implementing workplace fairly and equitably (e.g., guest management policies)
- Work to prevent and limit the spread of communicable diseases and quickly identify and address other hazards when known
- Model and demonstrate CASS values in all interactions with tenants, residents, visitors, coworkers, external professionals, stakeholders, landlord, community members and others and is a strong representative of the agency
- Appreciation of grief and loss issues is essential - demonstrate empathy and compassion  
Demonstrate respect and collaboration with all internal and external stakeholders of the CASS organization
- Demonstrate an ability and willingness to give and receive honest, balanced feedback

### **Key Relationships & Stakeholders**

- Direct Supervision and mentorship by Team Leads / Supervisors, Assistant Program Coordinator, and Program Coordinator
- Indirect supervision by CASS Chief Executive Officer

### **Key Knowledge and Skill Sets**

- Ability to work with and serve a highly diverse population. Demonstrated respect and appreciation for diversity of all types including tenants, community and other staff
- Must be highly motivated and a self-starter
- Ability to manage and balance role responsibilities and interpersonal dynamics in a fast-paced, high-pressure environment
- Ability to approach situations with positivity and manage time and stress effectively
- Ability to mediate and negotiate difficult situations
- Knowledge of the psychosocial rehabilitation model
- Working knowledge of harm reduction, Housing First philosophy and practice and Critical Time Management
- Practical and theoretical knowledge in Mental health and substance abuse profiles and challenges resulting from these
- Knowledge of chronically and episodically homeless, and the critical challenges faced by this population
- Knowledgeable of Provincial legislation impacting mental health and addictions

- Proficient in MS Office programs including Word, Excel and email
- Strong verbal and written communications
- Ability to maintain confidentiality

### **Qualifications and Experience**

- Experience working successfully with populations impacted by homelessness, addictions, mental health issues and/or other barriers to stable housing is preferred
- Demonstrated knowledge of substance abuse problems, homeless programs, and mental health services within the Calgary region
- Demonstrated knowledge of community outreach service principles and intervention techniques specific to hard-to-reach, difficult to serve populations
- Dedicated and service-oriented individual committed to working in a professional environment with at-risk communities using the principles of Harm Reduction

### **Required Education**

- Post-secondary education of a degree or diploma in the Human Services sector
- An equivalent combination of education and/or experience will be considered
- Maintains and utilizes current Emergency or Standard First Aid that includes CPR/AED
- A current police information check with a vulnerable sectors search that is satisfactory to CASS

### **Other Required Skills**

- A vehicle and valid driver's license is an asset.

This position falls under the Caregivers Act. For full details please visit the site below:

Caregivers – Employment standards exceptions | Alberta.ca

Bill 2: An Act to Make Alberta Open for Business

<https://www.alberta.ca/es-exceptions-caregivers.aspx>

**Referral Program:** If you have been referred by an existing CASS staff member, please indicate who referred you in your cover letter so that they can be rewarded.

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

No phone calls please.