

The Brenda Stafford Centre for the Prevention of Domestic Violence (“BSS”) serves women and children impacted by family violence through providing a safe shelter and housing complimented by comprehensive support services for all participants. BSS offers a continuum of care designed to help families develop their potential and transition to safe and healthy lives in the community upon their departure from BSS.

As a growing organization with a bold and innovative strategic direction, BSS offers a dynamic work environment for talented individuals seeking an opportunity to be part of changing futures for women and children who have suffered the impacts of domestic violence. We bring a collegial and collaborative approach to our work and offer competitive compensation, generous benefits, and opportunities for ongoing professional development and growth. If they are interested in lending their talents to our important mission, we are currently seeking a creative, dedicated, and high energy Community Support Liaison to join our Team.

BSS is searching for an experienced programming and client service professional who can compliment our Client Services team with their unique skills and commitment to support the growth of participant and the community as BSS works towards its vision of a community free from family violence. The primary responsibilities of this position are to welcome participants, support them with connections to community resources, locate and advocate for housing opportunities and consult with interdisciplinary professionals.

This is a full-time permanent position working out of the BSS Shelter and Housing Centre in Calgary that reports to the Case Management Coordinator.

### ROLES & RESPONSIBILITIES:

Roles and responsibilities are subject to change and may be assigned other duties as required.

#### Community Support:

- Create and cultivate an inclusive and welcoming environment for all community participants and colleagues
- Understanding of intersectionality and barriers that effect participants and communities to provide a well-rounded approach to effective support
- Interact with participants from a trauma-informed, development-informed, and strength-based perspective
- Work with vulnerable individuals with complex needs
- Cultivate and sustain open communication through creative and assertive engagement strategies
- Upholds and celebrates human rights for members of all communities while encouraging safe and brave spaces for diversity and inclusion to thrive
- Research and maintain awareness of local and regional community resources, referral processes, new programming, and eligibility requirements
- Identify gaps in services and common community needs
- Advocate for participants with other agencies and when needed partner with outside organizations to advance participant and community goals



# COMMUNITY SUPPORT LIAISON JOB DESCRIPTION

## Program Activities:

### Intake:

- Support shared intake work by connecting with potential participants and interviewing them to collect information about their needs
- Add participant and any required documents to agency client reporting program

### Case Management:

- Manage a case load of 20 participants in various stages in the BSS program and transitioning into the community
- Maintain knowledge and relationships with Calgary area community support organizations and social housing agencies
- Co-create community support and discharge plans with participants and their Client Services team
- Track progress of participants and frequently analyze, assess, and review their objectives
- Provide comprehensive and ongoing assessments of case management inclusive of referrals to appropriate community supports, housing assistance, and systems advocacy
- Attend appointments and provide transportation for participants to reduce access barriers.
- Individual and family capacity building
- Familiarity with child protection and parent/child visitation processes
- Mental Health systems for referrals in assessment and needed resources

### Housing:

- Recruit and maintain relationships with landlords and property managers
- Locate safe, affordable, and sustainable housing for participants upon transition to the community
- Assist participants with completing housing applications, attend viewings of potential homes and coordinate lease signings
- Support participants in understanding lease terminology and advocate accordingly
- Ensure move-in inspection process is understood and encourage participants to complete one prior to their move-in
- Provide in person case management support to participants in the community upon discharge, as required for up to six (6) months
- Continually provide updates to relevant teams on the participant's housing status

### Administrative:

- Establish and maintain appropriate participant and BSS documentation, record keeping, and statistics
- Keep accurate and up to date 20 participant files and incorporating regular written case notes
- Attend all relevant meetings to position and other meetings on an as needed basis
- Submit accurate expense records once a month to the Manager, Finance
- Participate in the professional design, development, promotion, delivery, and evaluation of the program activities
- Support the work of BSS partners, participants, and stakeholders to embed feedback into programs and services

## COMMUNITY SUPPORT LIAISON JOB DESCRIPTION

### QUALIFICATIONS & REQUIREMENTS:

- Degree in Community Development, Social Work, Psychology, Child and Youth Care Work, Behavioural Science, or related degree
- Registered with appropriate provincial organization as per degree is an asset
- Non-violent crisis intervention (NVC) certification is required
- Two (2) to four (4) years relevant community outreach experience
- Knowledge of outcome measures and reporting requirements is considered an asset
- Effective written and oral communication skills
- Excellent time management skills
- Demonstrated skills in contingency (“walking the talk”), critical thinking, and reflexivity
- Ability to work from an intersectional approach to reduce barriers for families who are experiencing high levels of crisis
- Excellent interpersonal skills
- Extensive knowledge of local and regional community resources, programs, and services for individuals and families
- Schedule flexibility to meet participant needs
- Valid driver’s license of six (6) years with clean drivers abstract of three (3) years
- Required to pass police security clearance and child intervention check
- Fluency in a second language is an asset

Please include your salary expectations in your cover letter. Submit your application to [careers@brendastraffordsociety.org](mailto:careers@brendastraffordsociety.org) by Click or tap to enter a date. No phone inquiries.