



## The Team Lead

### Aboriginal Homelessness Initiative (AHI) - Singles Housing Program

The Team Lead is responsible in coaching and mentoring AHI team who support our Single Housings Program clients. This is achieved through communicating organizational goals, safety practices, and deadlines while motivating the team and assessing individual and team performance.

Hours of Operation: Monday – Friday 8AM-4PM

#### Qualifications:

- Degree/Diploma in Human Services or three (3) years non-profit direct services experience
- Culturally appropriate experience in Indigenous/traditional/spiritual/ceremonial practices
- Related Aboriginal homelessness field experience will be looked at
- Three (3) years non-profit direct services experience and/or a Master of Social Work
- Cultural/ceremonial appropriate experience preferred
- Experience at a management level
- Experience in human resource management
- Experience working in an Aboriginal culturally appropriate environment

#### Abilities and Skills:

- Ability to work in an Indigenous cultural setting;
- Experience leading and being part of a team
- Ability to work with little supervision, under pressure and a multi-tasker in a fast pace environment
- Ability to handle conflict and at-risk situations as they arise
- Confidence in de-escalation and crisis-intervention
- Non-violent crisis intervention is a mandatory
- Hold a clear understanding of the principles of Housing First and harm Reduction
- Ability in working with at-risk and/or vulnerable populations
- Ability in advocating and supporting clients who experience addiction/mental health challenges
- Excellence in communication skills and interpersonal skills
- Excellence in documentation and time management skills
- Knowledge of CAC Standards of Accreditation and Community Treatment Orders an asset
- Strong oral and written communication skills

#### Key Responsibilities:

- Provide encouragement, leadership and coaching to AHI team members, including communicating team goals and identifying areas for new training. Promoting growth opportunities by offering mentorship and support to team members
- Conduct team meetings to update on best practices and continuing expectations



- Assists with hiring processes and new team member training in all areas of the program
- Ensure the team adheres to the standards set out in the Aboriginal Friendship Centre of Calgary policies and procedures manual and CHF Policy and Procedures
- Train and mentor the team on the Standards of Practice for Canadian Accreditation Council of Human Services (CAC); ensuring the team adheres to those standards of practice.
- Oversee day-to-day implementation of evidence-based practice
- Conduct file and database audits with the AHI team on a regular basis to ensure that proper documentation takes place and standards of accreditation are being met
- Lead by example to create an environment and expectation of team members maintaining client confidentiality and clear boundaries
- Facilitate intakes when needed for the AHI program while promoting housing stability for all AHI program participants
- Ability to work in a housing first, harm reduction, and from a trauma informed care approach
- Ensure all information is properly collected and stored
- Champion professional relationships with other service providers to ensure a high quality of service for our housing clients

#### **Licenses and Other Requirements:**

- Proficient in Homeless Information Management Information System (HMIS), Microsoft Office Word, Excel and Power Point, Internet and Outlook
- Obtain and maintain current First Aid and CPR certificate
- Access to a suitable vehicle during working hours
- Maintain valid driver's license, acceptable driving record, vehicle insurance coverage and registration
- Obtain and maintain continuous update on criminal and child interventions record check

#### **Competitive Wage - Based on Experience**

**Monday to Friday 8 am - 4pm**

**Deadline: August 8, 2021 4pm MST**

#### **SUBMIT RESUME WITH A COVER LETTER TO:**

Aboriginal Friendship Centre of Calgary @ 316 7 Ave SE Calgary AB

Mailing Address: PMB #137 @ 100, 111 – 5<sup>th</sup> Ave SW T2G 2C4

Fax: 403-270-7172

Email: Melissa Roy [mroy@afccalgary.org](mailto:mroy@afccalgary.org)