



Community Liaison – Ref. No. 20078

Housing First Program

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:

Who are we? **The Alex.** We are an award-winning organization made up of change makers, forward thinkers, and community builders. We are changing the conversation around Health and Social Care. The **Alex** is a not-for-profit organization that has been operating in Calgary since 1973. The Alex provides services and programs to individuals and families who experience barriers to health and housing. **Pathways to Housing, HomeBase, Prelude, and Abbeydale Place** are Housing First Programs through The Alex that support formerly homeless program participants with significant physical and/or mental health issues. Participants are provided with subsidized housing and rapid access to a myriad of supports to encourage stability, recovery, and improved quality of life. The Alex's Housing First Programs (Pathways to Housing, HomeBase, Abbeydale Place, and Prelude) support individuals who have experienced homelessness to achieve stability and wellness through subsidized housing and promoting reintegration into the community. The Housing Support Liaison is a key member of the Housing Team.

The Community Liaison is a key member of the Housing Team who works closely with property managers, individual landlords, community associations, and the Housing Support Team to engage community partners, build program housing capacity, and cultivate healthy relationships. By strengthening connections with the larger housing system, the Community Liaison aims to reduce barriers and decrease wait times for Alex scattered site Housing First participants. The Community Liaison faces a wide variety of complex problems and must be a skilled problem solver who is able to consider multiple stakeholders interests and professional requirements. The Community Liaison collaborates closely with the Housing Navigator by identifying and sharing housing resources and opportunities. This is 6-month term full-time position.

What you will do:

- Engage community partners and provide education on the values of Housing First, especially community integration, trauma awareness and recovery orientation.
- Develop and maintain ongoing relationships with landlords and other housing providers through building understanding of The Alex's mission and to establish clear expectations and process related to Housing First Programs.
- Develop relationships with community associations, grass roots organizations, faith-based communities, and other community members in regions where participants reside to help facilitate the development of local community integration and support.
- Maintain consistent communication with landlords via telephone, email, and in person
- Maintain a housing directory and document contact with housing providers
- Research, investigate, and view housing opportunities on behalf of Alex Housing First participants
- Provide weekly summaries of housing opportunities to the Housing Navigator and Housing First outreach staff
- Collect and share feedback from landlords about the housing programs with team members
- Monitor and refine the Eviction Prevention program and processes
- Facilitating the execution of required program paperwork and documents (e.g., Notices under the RTA)
- Adhere to all health and safety regulations including: policies and procedures; protecting your own and others' physical and psychological health and safety; as well as, refraining from behaviors of violence and/or harassment
- Represent The Alex with professionalism through empathetic, genuine, non-judgmental conduct while maintaining confidentiality and clear boundaries
- Participate in staff meetings and training as directed by supervisor
- Complete all relevant monthly, quarterly and annual program reports in a timely manner
- Back-up other staff and assist the Housing Support Team in completing their tasks as needed
- Assist with data collection and entry as directed
- Other duties as required

What you bring:

- Post-secondary education in related field preferred
- Knowledge and/or experience with working with community organizations.
- Familiarity with the Residential Tenancy Act (RTA) and the Residential Tenancy Dispute Resolution Services (RTDRS)
- Experience working with vulnerable populations with significant mental health and substance use issues
- Understanding of Housing First and Harm Reduction
- Comfort meeting individually with community partners and participants in the community in a broad variety of settings, with a safety-first mindset
- Exceptional written and verbal communication, organization, advocacy, teaching, and rapport-building skills
- Lived experience of homelessness, housing insecurity, mental health is an asset
- Conflict resolution, de-escalation, mediation and advocacy skills (e.g., trauma informed care training and NVCI is an asset)
- Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action is an asset
- Commitment to contributing positively to team culture
- Openness to a wide scope of practice with commitment to innovation and flexibility
- Willingness to support participants with housing needs (e.g., ability to safely lift household items within your ability, support with teaching independent living skills, etc.)
- Strong initiative in times of limited supervision
- Standard First Aid – Level C CPR & AED are mandatory
- A satisfactory vulnerable sector criminal record clearance is required
- Class 5 non-GDL driver's license, a personal vehicle, a clean driver's abstract, and \$2 million liability insurance are required
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action considered 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 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.