

Operation Team Lead – Ref. No. 20077
Assisted Self Isolation Site (ASIS)
Permanent | 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.

As a part of the multidisciplinary team, the Operations Team Lead is responsible for providing leadership and supervision to a team of facilities support workers, who meets program needs for a safe and secure environment for staff and clients. This position will create and maintain pathways for repair and maintenance requests, unit turnovers and other needs for facility and van upkeep. The Operations Team Lead will support the Program Manager in liaising between external contractors. This full-time position works in a fast-paced and dynamic COVID-19 positive environment and will work 37.5 hours per week. Some heavy lifting and ability to walk up to 3 flights of stairs is required. Some on-call shifts and availability on evenings and weekends may be required.

What you will do:

- Provide leadership and supervision to facilities support workers
- In collaboration with other team leads, manage staff schedules to ensure sufficient coverage
- Oversee daily activities such as inventory maintenance, building and camera monitoring, safety inspections, meal delivery, unit turnover, light cleaning
- Ensure staff adherence to PPE protocols
- Facilitate team meetings and ensure that a participatory group process is utilized
- Provide onboarding and ongoing training for staff development
- Ensure that proper documentation takes place
- Act as a liaison for external contractors like cleaning, catering, etc.
- Be responsible for van maintenance schedule
- Support staff in responding to crisis situations
- Oversee emergency protocols and maintain up-to-date emergency plans
- Maintain client confidentiality and clear boundaries
- Work from a culturally competent, trauma informed framework, with a strong understanding of harm reduction and housing first
- Liaise with other service providers to ensure a high quality of service for our clients
- Assist with data collection and entry as directed



What you bring:

- Experience managing multidisciplinary teams
- Some post-secondary education in a relevant field or experience working in the homelessness sector or facilities management.
- Solid understanding of Housing First and Harm Reduction philosophies
- A strong foundation in addictions and mental health
- Exceptional written and verbal communication skills
- Strong organizational and planning skills
- Ability to work independently and with confidence when dealing with conflict or at-risk populations
- Assertive, professional and positive, with an ability to effectively represent the organization
- Standard First Aid – Level C CPR & AED would be an asset
- A satisfactory criminal record clearance is 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 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 after 3 months
- 3-paid weeks of Vacation
- Paid Wellness and Personal Days
- RRSP Matching after 6 months
- 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 suitable candidates 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.