

Program Support Administrator Abbeydale Place & The Prelude Contract | Part Time

What we do and why we do it:

Prelude and Abbeydale Place are Place-Based Supportive Housing (PBSH) programs through The Alex that support formerly homeless program participants with significant physical and/or mental health issues operating under the Housing First and Harm Reduction philosophies. Participants are provided with subsidized housing in a place based supportive housing building with rapid access to a myriad of supports to encourage stability, recovery, and improved quality of life. The Alex's PBSH Housing First Programs support individuals 18+ years old who have experienced homelessness to achieve stability and wellness through subsidized housing and promoting reintegration into the community.

Reporting to the Program Lead, the Program Support Administrator will operate to support the Team Leads and Program Lead and establish and enhance administrative policies and procedures in each building to create consistency across The Alex's PBSH buildings Abbeydale Place and The Prelude. Major responsibilities include: scheduling relief staff for each building; maintaining and overseeing the administrative management of each program's HMIS, CIVI and WOLF data platforms; and supporting the development and maintenance of PBSH policies and procedures related to training, safety protocols, and best practices. This is a .5 FTE contract position, ending March 31, 2022.

What you will do:

- Collaborate closely with the PBSH Team Leads and PBSH Program Lead, Accounting, and Housing First Medical Clinical to provide administrative support to the PBSH teams
- Create and maintain data entry and excel sheet tracking tools for the program (eg. HomeSpace tenant follow-up plans; accounting tenant rent ledger; accreditation paperwork being completed timely; reminder notices/posters, etc.)
- Support the development and maintenance of PBSH policies and procedures related to training, safety protocols and best practices
- Coordinate scheduling of Relief Support Staff in both buildings, including creating a monthly schedule for each building and securing additional coverage as needed
- Coordinate the onboarding of newly hired Relief Support Staff
- Enter ADP staff schedules and review/approve relief staff time clocks and time sheets
- Assist with coordinating, monitoring and following up with staff regarding outstanding trainings, including scheduling trainings as needed and updating training records, etc.
- Input HMIS daily case notes and complete monthly and quarterly data reporting to the Calgary Homeless Foundation
- Maintain electronic medical records within WOLF (update addresses, phone numbers and other pertinent information) and monitor for upcoming tenant appointments
- Complete CIVI/data entry and file audits for each program for accuracy and quality assurance
- Perform monthly audits of tenant files, tenant medication assistance records, CIVI, and case management trackers etc. to ensure accurate data entry and adherence to accreditation standards
- Coordinate and oversee monthly and weekly inventory tasks such as completing weekly foodbank order, harm reduction supplies orders and PPE supply orders
- Complete and distribute treatment planning and incident report meeting minutes
- Coordinate Shaw service provision for installation and adjustments to accounts for master lease suites with the support of the Program Lead
- Coordinate with the program's cleaning services vendor and schedule and monitor participant requests for cleaning services
- Uphold the principles of Harm Reduction and Housing First
- Contribute to special initiatives and events as required

What you bring:

- Minimum Grade 12 diploma
- Minimum two years administrative experience required
- Completion of secretarial and/or business courses is an asset
- Experience working with vulnerable populations with significant mental health and substance use issues
- Strong written and verbal communication skills; de-escalation and crisis intervention skills are a strong asset
- Excellent computer skills; familiarity with intermediate level Microsoft Office Suite is essential
- Experience with management of paper and electronic files; Knowledge of HMIS and EMRs such as WOLF is an asset
- Commitment to Housing First and Harm Reduction
- Ability to manage multiple conflicting priorities
- Ability to work effectively independently and with members of an interdisciplinary team
- Exceptional boundaries and comfort with assertive communication strategies
- Commitment to contributing positively to team culture
- Openness to a wide scope of practice with commitment to innovation and flexibility
- Strong initiative in times of limited supervision
- Completion of satisfactory vulnerable sector 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 is an asset

Working Environment:

- Abbeydale Place and The Prelude are 24/7 residential programs; the majority of this role is on-site with the exception of occasional mandatory and/or voluntary training that may occur offsite
- 0.5 FTE (20 hours/week). Contract extends until March 31, 2022
- Continuous extended periods of sitting, standing, and walking (sometimes up/down stairwells)
- Occasional physical action; requires the ability to climb and carry objects up flights of stairs throughout the shift, and to bend/crouch, reach above shoulder height, kneel, and carry objects (more than 20lbs) throughout the shift. This may include lifting and transferring clients who require assistance moving

How to apply:

If you are as passionate as we are about making a difference in people's lives, please visit our career centre: [Join Us - The Alex](#)

This job posting will remain open until a suitable candidate is found. We thank all applicants for their interest, however, only those selected for an interview will be contacted.