

# Discovery House Family Violence Prevention Society

<b>POSITION TITLE:</b>	Team Lead, Shelter and Outreach
<b>REPORTS TO:</b>	Director of Programs
<b>POSITION TYPE:</b>	Full-time, Permanent
<b>LOCATION:</b>	Calgary, Alberta (on site)
<b>SALARY RANGE:</b>	The salary range for this position starts at \$71300.00 Actual salary will be determined based on the candidate's relevant years of experience and educational qualifications
<b>JOB CLOSING DATE:</b>	Until Suitable Candidate is Found

## What We Do:

Discovery House Family Violence Prevention Society provides a continuum of care and integrated wrap-around services to women and their children fleeing domestic violence. We facilitate transitional housing and offer long-term, safe places for women and children to call home while they begin to rebuild their lives. Discovery House is about hope and healing using anti-oppressive and trauma-informed practices.

## What Our Employees Love:

- Three weeks of vacation to start.
- A blend of community engagement, office collaboration, and flexibility in planning the work day to support both impactful work and work-life balance.
- Additional time off including Wellness Days, Professional Development Days, and Sick Days.
- Benefits Package and Employee and Family Assistance Program.
- A dog friendly workplace.
- We observe all Statutory Holidays (including the optional ones), and employees may substitute religious holidays for celebrations that are relevant to their cultural identity.
- Opportunities to actively participate in various committees including Health & Safety, Equity, Diversity & Inclusion, Indigenous.
- A 2SLGBTQ+ welcoming environment.
- Potlucks, celebrations, work-life balance, and plenty of fun.
- Being a part of a reputable not-for-profit organization (7-time winner of Top 100 Rated Charities in Canada!)

We are building towards an inclusive and equitable workplace that reflects the diversity of the communities we live in, creating the opportunity for every employee to reach their potential. We welcome applications from people in all underrepresented groups, believing we are at our best when everyone has a seat at the table. If you have some but not all the qualifications for the position, but are willing to learn, we invite you to apply. Accommodations are available upon request throughout every stage of our recruitment process.

Join our team and be part of a transformative organization committed to ending domestic violence. As advocates of **Empowerment**, we believe in unlocking the potential in every individual, fostering resilience, and empowering positive change. Our **Tenacious** spirit drives us to get things done and make a lasting impact, while our commitment to **Inclusion** ensures that everyone belongs and is welcomed in our community.

Embracing **Curiosity**, we continually learn, innovate, and adapt to break the cycle of domestic violence. Through **Collaboration**, we build strong connections and work collectively to create a safer, more equitable world for all. If you're passionate about making a difference, join us in our mission to empower, thrive, and create positive change together.

### What You'll Do:

The Team Lead, Shelter and Outreach oversees a team of Case Managers, the Outreach Worker, and the Shared Intake Worker. This role is responsible for assigning clients, monitoring daily caseloads, and maintaining high program standards in family violence prevention and intervention that reflect the mission, values, and policies of Discovery House. The Team Lead promotes a healthy and safe work environment, evaluates workflows, and implements effective processes to meet both policy and client needs.

The position also manages programs that support families who have experienced family violence and are accessing second-stage shelter or outreach services, including the Shared Intake partnership with Radiance Society, and Brenda Strafford's Heart Home Network, which provides a coordinated referral and intake system for individuals seeking second stage shelter support. Collaboration with internal teams, community partners, and funders is key to ensuring quality, innovative programming that contributes to ending homelessness for families affected by family violence. The role participates in an on-call rotation and may occasionally work evenings or weekends.

#### *Leadership and Team Management*

- Participates as an active member of the Programs and organizational Leadership Team
- Provides leadership, coaching, team building, and day-to-day support for staff
- Supports the mission of the organization and creates impact through effective recruitment, onboarding, training, performance evaluation, supervision, and communication of job expectations of frontline staff
- Fosters a healthy, safe, supportive, and accountable work environment
- Facilitates an environment of learning, evaluation, innovation and storytelling

#### *Program Development and Implementation*

- Uses data and evidence-based practices to establish and implement programmatic goals that execute on the organizational strategy and business plans
- Ensures resources, policies, and procedures for program delivery are in place and operating effectively
- Facilitates a client-centered, anti-oppressive, trauma-informed environment for clients and staff
- Ensures programming is grounded in an understanding of colonization and intergenerational trauma and facilitates program design that meets the needs of Indigenous and other diverse populations
- Ensures the delivery of high-quality programs and services throughout the client journey including intake, service planning, case management, housing location, and post shelter outreach support
- Develops standards and strategies for engagement and retention of landlord partners
- Leads ongoing program development and design, ensuring input from staff, clients, people with lived experience, and Indigenous voices

#### *Community Partnerships and Collaboration*

- Builds and strengthens community partnerships, with emphasis on the Shared Intake Program

- Works with the Shelter and Outreach team and leadership to identify and prioritize opportunities for collaboration and partnership that align with values and enhance the client experience
- Develops strategies to build and maintain a community network and facilitate cross-program sharing
- Works with the Shared Intake Worker and partner organizations to continuously improve program

#### *Quality Assurance and Compliance*

- Completes thorough and comprehensive client file audits on a regular basis and at discharge to ensure compliance with agency standards for documentation and optimal service delivery
- Effectively captures and analyzes data including outputs and outcomes, recognizing trends and adapting programming as necessary
- Ensures program compliance with provincial Shelter Standards and related regulations/legislations

#### *Administrative and Financial Management*

- Participates in writing of grant applications and reports for programs and services as requested
- Develops and manages the program budget and business plan in collaboration with their supervisor
- Other duties as assigned

This role primarily operates during morning and afternoon hours and requires consistent on-site presence due to the nature of the work and client needs. However, occasional evening or weekend work may be required to support our programs and events. We value flexibility and collaboration to ensure our services meet community needs.

#### **What You'll Bring:**

- Bachelor's degree in Social Work or Human Services and a minimum of two years of leadership experience; an equivalent combination of education and experience may be considered.
- Registration or eligibility for registration with the Alberta College of Social Workers (ACSW), College of Alberta Psychologists (CAP), or an equivalent professional body is an asset and required for those eligible.
- Effective leadership, organizational, and assessment skills.
- Proven ability to support clients using a variety of approaches, including Case Management, Trauma-Informed Practice, Housing First, Crisis Intervention, and Harm Reduction.
- Skilled in file auditing, supervision, and case management.
- Demonstrated experience in case management and/or outreach work.
- Strong understanding of intersectional factors related to family violence, including homelessness, poverty, racism, colonization, homophobia, and intergenerational trauma.
- Awareness of the short- and long-term impacts of family violence on children.
- Strong communication, problem-solving, and interpersonal abilities.
- Capable of managing multiple priorities and working collaboratively within a team as well as independently.
- Experience supporting clients in congregate living settings and working with diverse communities.
- Background in multi-agency or collaborative service delivery is an asset.
- Valid driver's license and reliable vehicle required, accompanied by a minimum of \$2 million liability insurance coverage and business insurance (or documented provision from the insurer that allows for the occasional transportation of clients).

The successful candidate will be required to complete a Criminal Record and Vulnerable Sector Check and an

Intervention Record Check.

**TO APPLY:**

**Please send your resume and cover letter to [careers@discoveryhouse.ca](mailto:careers@discoveryhouse.ca) stating the job title in the subject line.**

We thank all applicants; however, only those selected for an interview will be contacted.

*In the spirit of reconciliation, we acknowledge that we live, work, and play on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Iyârhe Nakoda Nations (Bearsaw, Chiniki, Goodstoney), the Métis Nation of Alberta, District 5 & 6, and all people who make their homes in the Treaty 7 region of Southern Alberta.*