



## Discovery House Family Violence Prevention Society

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|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POSITION TITLE:   | Shelter Intake Coordinator                                                                                                                                                     |
| REPORTS TO:       | Team Lead, Shelter and Outreach                                                                                                                                                |
| POSITION TYPE:    | Full Time, Temporary (2-year contract)                                                                                                                                         |
| WORK HOURS:       | Eligible for Flexible hours (core business hours apply)                                                                                                                        |
| LOCATION:         | On Site at Multiple locations within Calgary, Alberta                                                                                                                          |
| STARTING SALARY:  | The salary range for this position starts at \$54,800<br>Actual salary will be determined based on the candidate's relevant years of experience and educational qualifications |
| JOB CLOSING DATE: | Until a suitable candidate is found                                                                                                                                            |

### WHAT WE DO

Discovery House is a non-profit organization that empowers families who have experienced domestic violence with the space, supports, and skills to imagine and create a better life. We provide transitional housing, offering long-term, safe places for families to call home while they begin rebuilding their lives. Our team of professionals provide families with customized supports and counselling to help mitigate the impacts of trauma, and programs to prevent the cycle of abuse from repeating.

### WHAT OUR EMPLOYEES LOVE

- Three weeks of vacation to start.
- A blend of community-building within our spaces and among our clients and staff, office collaboration, and flexible daily planning to support 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. The National Day for Truth and Reconciliation is observed as a paid Community Day with required participation
- 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 (8-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 Shelter Intake Coordinator is a specialized role within the Shared Intake Program, which coordinates intakes for all second-stage domestic violence shelters in Calgary. This program utilizes the position of Shelter Intake Coordinator to deliver general intake functions for clients referred to participating Second Stage Shelters in Calgary Area. The current participating shelters are:

1. Brenda Stafford Foundation's Heart Home Network (HHN)
2. Radiance Society
3. Discovery House Family Violence Prevention Society

The Shared Intake Program was created to streamline the referral and initial intake process for these second-stage shelters. This coordinated approach aims to reduce systemic barriers for those seeking safe and supportive accommodation in Calgary's domestic violence second-stage shelters. It ensures a more efficient process for women and their children who have experienced family violence, helping to prevent re-traumatization by eliminating the need for clients to share their stories multiple times at different shelters. The program manages vacancy rates and waitlists for the participating second-stage shelters, ultimately providing a more sensitive and effective approach to supporting survivors of domestic violence in Calgary.

The Shelter Intake Coordinator is employed by Discovery House and is under the direct supervision of the Team Lead, Shelter and Outreach from Discovery House. The position operates under the guidance of an operational committee comprised of representatives from each of the participating second-stage shelters for the social work component of the role. The Shelter Intake Coordinator is responsible for providing comprehensive assessment and appropriate screening services to clients experiencing family violence and will have a commitment to principles of client access and equity.

This role is based out of different partner agency offices and will primarily work during daytime hours. Occasionally, evening or weekend work may be needed to support programs and events.

The shelter environments are fast-paced and can be busy, noisy, and unpredictable. The successful candidate should be comfortable working in a shared space with frequent interruptions and distractions. We value flexibility and collaboration to help ensure our services meet the needs of the community.

### ***Partnership and Collaboration***

- Provides strong links and professional partnerships with representatives from participating shelters to ensure an efficient and coordinated approach to service delivery and referral
- Coordinate with Emergency Shelters to receive all referred clients

- Provide feedback to participating agency representatives regarding the intake program
- Participate in partnering shelter agency meetings, as requested
- Engage fully with participating shelter teams to enhance relationships and access for families

### ***Intake and Referral Management***

- Coordinate and maintain updated information on intake criteria for participating agencies and different program eligibility
- Perform initial assessment, interviewing, and screening of referred clients to ensure program eligibility and fit
- Answer calls about the Intake Program, gather information from Emergency Shelters or potential clients, schedule interviews, assess clients' situations and eligibility to the Intake & Referral Program
- Prioritize client access to service in line with priority access policies for each program
- Maintain accurate and updated waitlists and report regularly on the wait times
- Assist in service and organizational process development for the intake program

### ***Client Support and Service Navigation***

- Provide service navigation and referrals to income and crisis supports as necessary for families and women waiting for admission into second stage shelter programs
- Ensure accurate recording, maintenance, and security of any client records generated
- Maintain statistics as required by the participating agencies
- Ensure that the confidentiality of clients is respected and upheld at all times
- Enter case notes into Outcome Tracker in a timely manner

### ***Other Duties***

- Other duties as assigned

## **WHAT YOU'LL BRING**

- Bachelor of Social Work or other human services diploma or degree
- A minimum of 3 years of experience in assessment and referral for vulnerable populations
- Registration with Alberta College of Social Workers (ACSW) or College of Alberta Psychologists (CAP), or equivalent, is an asset, and is required for those who are eligible
- Knowledge of cultural and systems barriers in receiving services
- Understanding of trauma-informed practice and crisis management
- Knowledge of women's shelters
- Understanding of the intersection between family violence, poverty, and homelessness
- Knowledge of community resources and legislation relevant to the operations of the program
- Demonstrated ability with computer programs including databases and Microsoft Office
- Ability to multitask and prioritize tasks while working with three different organizations
- Strong assessment and case management skills
- Exceptional planning and organizational abilities
- Ability to work independently and make decisions in the best interest of clients and organizations

- Strong interpersonal and communication skills
- 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.

## IF YOU THINK YOU ARE THE RIGHT FIT

**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.

We acknowledge the traditional ancestral territory and oral practices of the Treaty 7 signatories, including the Blackfoot Confederacy, which includes the Siksika, Kainai, and Piikani; the Îyârhe Nakoda Nations, including the Chiniki, Bearspaw, Goodstoney; and the Tsuut'ina Nation. The City of Calgary is also home to the Otipemisiwak Métis Government, Métis Nation Battle River Territory, Nose Hill District and Elbow District.