Employment Opportunity for
Client Advocate

Who Are We?
The Jessica Martel Memorial Foundation is a not-for-profit that operates Jessie’s House, a 35-bed stage one emergency shelter for survivors of domestic violence located in Morinville, AB (20 KM north of St. Albert). Jessie’s House is low-medium barrier and follows trauma-informed practices while serving Sturgeon County including CFB Edmonton, St. Albert, Alexander First Nation, and surrounding communities lacking shelter services. Visit www.jmmf.ca to learn more about who we are and what we do.

Employment Type: Fulltime and Casual Position are available
Work Hours: 12-hour shifts with a rotating schedule of Days and Overnights
Salary: $23.79/hour
Application Deadline: April 17, 2020
Start Date: TBA

JOB OVERVIEW
The Client Advocate (Crisis Support Worker) reports directly to the Program Manager and works closely with other Client Advocates, Child Support Workers, Case Manager, and Outreach Workers. Client Advocates are clients’ first point of contact. They are the people that answer their call when they need help, they are the people that answer the doors with a friendly smile and often, they are the ones with whom clients share stories they haven’t told their closest friend. The Client Advocate must understand all principles of trauma informed practices and work to embed these principals into our shelter culture.

RESPONSIBILITIES
Client Related
• Follow the policies and procedures of Jessie’s House and the principals of trauma-informed care.
• Complete need assessment for client intake.
• Conduct client admissions into the shelter
• Review expectations of the shelter program, policies and procedures and orient client and their family to facility ensuring fire exits and procedure are noted.
• Complete all required shelter forms for intakes and discharges, document relevant incidents and observations in individual client files each shift.
• Provide emotional support, information, referrals and crisis intervention.
• Accompany client to appointments and court, when requested by client.
• Advise clients of available options and provide information regarding appropriate community agencies and resources.

Facility Related
• Attend staff meetings and in-service programs as scheduled.
• Assist clients and participate in housekeeping duties such as cooking, cleaning, laundry and general facility upkeep as needed.
• Undertake shift duties as per shift planner.
• Communicate need for groceries and facility supplies to Facility Workers.
• Assist in orientation of staff and volunteers, including the special needs of children exposed to family violence.
• Perform other related duties as required

QUALIFICATIONS
• Diploma or degree in Social Work, Psychology or other relevant credentials or combination of related education and experience.
• One-year experience working in a shelter environment is preferred.
• Knowledge of family violence and skills in crisis intervention.
• Training and demonstrated experience with Trauma-Informed practices.
• The ability to deal with other agencies and services in an effective and professional manner.
• Working knowledge of the Child, Youth and Family Enhancement Act.
• Lay knowledge of family law and legal issues.
• Understanding of cultural differences and the role culture plays in domestic violence.
• Must present a professional image and model core universal values, positive attributes and appropriate behaviors.
• Ability to communicate effectively both verbally and in writing
• Must possess the ability to relate to clients in a non-judgmental manner and maintain confidentiality at all times
• Self-motivated and able to work with minimal supervision.
• Valid St. John's Ambulance First Aid Certificate and ASIST
• Documented proof of a clear Criminal Record Check and Child Abuse Registry Check.

WORK CONDITIONS
• Working primarily in an emergency shelter environment in the town of Morinville.
• Working 44 hour work week rotating schedule of days, overnight and weekends shifts are included.
• Working in a high stress, high pressure environment.

Why You’ll Want To Work With Us?
As a new shelter, you’ll be involved in shaping organizational culture and have ongoing training and opportunities for advancement within the organization. We provide a competitive salary and benefits for full-time and casual staff. We are also committed to work-life balance, emphasizing self-care.

How to Apply?
Send a current resume and cover letter, quoting the position title in the subject line to employment@jmmf.ca. Include 2 professional references.