



Client Advocate

Reports to and is Responsible to: Manager, Shelter Operations

Compensation: \$25.50-\$28.50

Benefits: Full benefit package, RRSP contribution plan, wellness and vacation

Work Location: Morinville, Alberta. Jessie's House (Emergency Shelter)

Hours: 40 hours per week, Monday to Friday (11am-8pm), occasional evenings and weekends as required.

OUR WHY

On April 29, 2009, Jessica Martel, a young mother of three, was tragically murdered in her home by her intimate partner on the very day she attempted to leave the relationship. This critical moment is often the most dangerous for survivors, as they face an increased risk of physical violence or homicide, as exemplified by Jessica's case. Her story underscores the urgent need for our organization to prevent such tragedies from occurring again.

MISSION

To break the cycle of Domestic Violence through the actions of advocacy, community engagement, education, awareness, and safe housing through Jessie's House – a 35 bed all gender emergency shelter and Eileen's Place – a second stage housing program.

VISION

A future free of violence for all individuals.

OUR VALUES

Safety: We value a safe environment that allows us to challenge each other and explore ideas.

Partnership: We value and seek partnership whose values align with those of the Foundation and together we can reach our vision.

Empowerment: We value innovative and creative thinking as a means of serving the best interests of the individuals and families we serve.

Awareness: We value positive, continual messaging that highlight healthy relationships.

OUR PRINCIPLES

- We are committed to healing, truth and reconciliation for all people of Turtle Island; past and present, Indigenous and non-Indigenous.
- We promote safety, accessibility, and inclusion for individuals of all races, genders, sexual orientations, religions, nationalities, ages, and disabilities.
- We foster a culture of respect for all clients, staff, and visitors to Jessie's House.
- We honour and respect the lived experiences of everyone.
- We celebrate and value the resiliency, successes, and teachings of indigenous people, as well as the unique contributions of every culture.



Are you a visionary leader passionate about driving change and innovative approaches to ending domestic violence?

CORE COMPETENCIES FOR JMMF

- **Safety:** Ensuring physical and emotional safety for clients, community and staff.
- **Trustworthiness and Transparency:** Building trust through clear, consistent, and honest communication.
- **Peer Support:** Incorporating shared experiences to promote healing and understanding.
- **Collaboration and Mutuality:** Engaging clients, community and staff as partners in decision-making.
- **Empowerment, Voice, and Choice:** Focusing on clients' strengths and enabling them to make decisions about their care.
- **Cultural, Historical, and Gender Sensitivity:** Recognizing and addressing the influence of cultural, historical, and gender-related factors in trauma.

ROLE OBJECTIVES

The Client Advocate at Jessie's House is a critical frontline position responsible for providing trauma-informed support to survivors of domestic violence. This role serves as the first point of contact for clients, addressing their day-to-day needs while fostering a supportive and non-judgmental shelter environment.

If you are ready to bring your skills to JMMF, we're ready for you to join our team and help create a future free of violence for all of us! <https://jessicamartelmemorialfoundation.com/>

The ideal candidate will possess:

- Strong crisis intervention skills
- Excellent communication and interpersonal abilities
- Cultural competence and sensitivity
- Ability to work effectively in high-stress situations
- Commitment to self-care and professional development
- Compassion, resiliency and commitment to creating safety for clients and staff

Core Position Requirements

- Provide crisis intervention and emotional support to clients
- Answer Crisis Line and conduct shelter admissions, check-ins, and departures
- Maintain accurate client documentation and database entries
- Collaborate with the shelter team to implement individualized client case plans
- Facilitate in-house programming on domestic violence dynamics and coping mechanisms
- Liaise with community agencies and stakeholders
- Perform housekeeping and maintenance duties as needed
- Support with meal preparation

Mandatory Requirements

- CPR Level C and Standard First Aid certification



- Non-violent crisis intervention certification
- Clear Child Intervention Record Check
- Criminal Record and Vulnerable Sector Check
- Adherence to agency policies and relevant legislation
- Ability to work in Morinville
- Ability to climb stairs, move furniture and life heavy objects as required
- Excellent personal and professional boundaries

Education and Experience

- Post-secondary education in social work, psychology, or related social science field
- Current registration with appropriate regulatory body (where applicable)
- Strong knowledge of harm reduction, anti-oppression, decolonial practice, and trauma-informed care
- Experience in family violence intervention
- Preferred: Experience working in residential facilities or emergency accommodations
- Helpful: Experience working with individuals facing mental health or substance abuse challenges

The Client Advocate, requires working knowledge with regards to:

- Strong understanding of Federal and Provincial acts, regulations, and licensing related to domestic violence and shelter operations
- Knowledge of industry safety standards, processes, and legislation relevant to emergency shelters
- Interpersonal skills to work effectively with clients, team members, and community partners
- Various approaches to meet client needs, including case management, trauma-informed practice, crisis intervention, and harm reduction
- Multi-agency collaborative service delivery
- Strong organizational and assessment skills
- Skilled in file management and client support
- Excellent communication and creative problem-solving skills
- The impact of domestic violence on children and families
- Working with vulnerable populations

Please submit your resume to hr@jmmf.ca

We thank you in advance for your resume submission only those identified for a pre-screen interview will be contacted.