



Client Advocate (Casual Position)

Reports to and is Responsible to: Manager, Shelter Operations

Compensation: Competitive compensation based on education, experience, and credentials

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

Hours: Casual shifts that may include weekdays, nights, weekends, and holidays. Shifts may vary (7 a.m.–7 p.m., 7 p.m.–7 a.m., or 2 p.m.–11 p.m.). Flexibility is required, and candidates may be asked to work on short notice (within 3 hours).

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.

The Jessica Martel Memorial Foundation (JMMF) is committed to ending domestic violence through advocacy, awareness, community engagement, education, and safe housing. We operate Jessie's House, a 35-bed emergency shelter, and Eileen's Place, a second-stage housing program. JMMF is located in Morinville, a beautiful, traffic-free 15-minute drive from St Albert and 30-minute drive from North Edmonton. We offer full benefits from day one, vacation and wellness days, and access to RRSP matching and professional development.

ROLE OBJECTIVES

The Client Advocate is a frontline leader who drives powerful outcomes for survivors of domestic violence and their families. This role is responsible for:

- Delivering trauma-informed, client-centered support that brings survivors from crisis to stabilization, with a goal of sustainable and successful integration into the community.
- Providing education on domestic violence, supporting both children and adults in their healing journeys, and guiding clients through complex systems to access the resources they need.
- Leading system navigation, including income support, housing, legal resources, healthcare, and other essential services.
- Collaborating internally and externally to provide comprehensive, wrap-around supports.
- Empowering survivors through safety planning, danger assessments, and culturally and spiritually responsive care.
- Supporting the nutrition program through cooking and meal preparation, contributing to holistic wellness for all shelter residents



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:

- High level of professionalism, consistently modeling ethical behavior and integrity in all interactions.
- Strong crisis intervention skills, with the ability to respond effectively and calmly in urgent and high-pressure situations.
- Excellent communication and interpersonal abilities, fostering trust and rapport with clients, colleagues, and community partners.
- Strong teamwork and collaboration skills, working effectively within a multidisciplinary team and with external partners to provide wrap-around supports.
- Effective conflict resolution abilities, navigating challenging situations with diplomacy, respect, and a solution-focused mindset.
- Cultural competence and sensitivity, demonstrating respect and responsiveness to the diverse backgrounds and experiences of clients.
- Strong sense of self, maintaining healthy boundaries, self-awareness, and resilience in the face of adversity.
- Ability to work effectively in high-stress situations, maintaining composure and sound judgment.
- Commitment to learning and ongoing professional development, staying current with best practices in trauma-informed care and domestic violence intervention.
- Consistency in approach, ensuring reliable and dependable support for clients and the team.
- Commitment to self-care and professional growth, recognizing the importance of personal wellbeing in sustaining effective advocacy.
- Compassion, resiliency, and a steadfast commitment to creating safety and empowerment for both clients and staff.
- Alignment with the values of JMMF, including safety, partnership, empowerment, and awareness

Core Position Requirements

- Respond to and support individuals on the 24-hour intake line.
- Conduct admissions, check-ins, and departures for shelter clients.
- Provide system navigation for income support, housing, legal, healthcare, and other resources.
- Deliver education on domestic violence dynamics, prevention, and healthy relationships.
- Support children and adults in their healing and recovery.
- Develop and implement individualized safety plans and conduct danger assessments.
- Offer cultural and spiritual support tailored to client needs.
- Collaborate with internal teams and external community partners to ensure wrap-around services.
- Support the nutrition program, including cooking and meal preparation.
- Maintain accurate client documentation and database entries.
- Perform housekeeping and maintenance duties as needed



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.

MANDATORY REQUIREMENTS

- Diploma or degree in social work or a related field.
- 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 and perform physical tasks (climbing stairs, moving furniture, lifting heavy objects).
- 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.