



Client Advocate

**Multiple Positions Available | Full-Time, Part-Time & Casual
Days • Evenings • Nights • Weekends • Holidays**

Location: Morinville, AB (Jessie's House – Emergency Shelter)

Rate of Pay: \$26.00 per hour plus vacation pay

About Us

The **Jessica Martel Memorial Foundation (JMMF)** is committed to ending domestic violence through advocacy, education, community engagement, and safe housing. We operate **Jessie's House**, a 35-bed emergency shelter, and **Eileen's Place**, a second-stage housing program, supporting individuals and families of **all genders and all ages**.

Our work is grounded in the reality that leaving violence is often the most dangerous moment for survivors. We respond with care that is **trauma-informed, culturally responsive, and rooted in safety, dignity, and choice**.

JMMF is located in Morinville, a short drive from St. Albert and North Edmonton. We offer a supportive team environment, comprehensive onboarding, ongoing professional development.

The Role

Client Advocates are frontline team members providing compassionate, skilled support in a 24/7 emergency shelter environment. Working alongside a multidisciplinary team, Client Advocates support individuals and families through crisis, stabilization, and connection to community resources.

We are hiring across **all shifts and employment types**, including:

- Full-time, part-time, and casual
- Days, evenings, overnights, weekends, and holidays

Flexibility, reliability, and strong boundaries are essential in this role.

What You'll Do

- Provide trauma-informed, client-centred support to shelter residents

- Respond to the 24-hour intake line and complete admissions and departures
- Support safety planning and conduct danger assessments
- Assist clients in navigating income supports, housing, legal, healthcare, and community services
- Support children and adults in healing and recovery
- Provide education on domestic violence dynamics and healthy relationships
- Collaborate with internal teams and community partners to support wrap-around care
- Contribute to daily shelter operations, including documentation, nutrition support, and general upkeep

Who We're Looking For

You bring calm, care, and sound judgment to complex situations. You are able to build trust, maintain professional boundaries, and work collaboratively in a high-stress environment.

We value candidates who bring:

- Strong crisis-response and de-escalation skills
- Cultural humility and respect for diverse identities and experiences
- A collaborative, team-oriented approach
- Emotional resilience and commitment to self-care
- Alignment with JMMF values: **safety, partnership, empowerment, and awareness**

Education & Experience

- Diploma in Social Work, Psychology, Human Services, Indigenous Studies, or a related field **OR** an equivalent combination of education, training, and experience will be considered
- **Lived or living experience** related to domestic violence, poverty, substance use, disability, marginalization, or systemic barriers is valued and considered an asset when paired with reflection, boundaries, and support

Qualifications & Employment Requirements

Required for Employment:

- Ability to work rotating shifts in a 24/7 shelter environment
- Criminal Record Check with Vulnerable Sector Search
- Child Intervention Record Check
- Ability to meet the physical demands of shelter work

Certifications (*required prior to independent shift work or to be completed shortly after hire*):

- Standard First Aid & CPR Level C
- Non-Violent Crisis Intervention (or equivalent)

Strong Assets:

- Experience in domestic or family violence intervention
- Experience in shelter, residential, or emergency accommodation settings
- Knowledge of trauma-informed, harm-reduction, anti-oppressive, and decolonial practice
- Experience supporting individuals facing mental health or substance use challenges

Why Join JMMF?

- Meaningful, values-driven work in a supportive environment
- Competitive, transparent pay as a **Living Wage Employer**
- Ongoing learning, training, and professional growth
- A team culture grounded in respect, collaboration, and shared accountability
- The opportunity to contribute to safer futures for individuals, families, and communities

How to Apply

Please submit your resume to hr@jmmf.ca

In the subject line, include **Client Advocate and the position(s) you are interested in** (e.g., Full-Time Days, Part-Time Weekends, Full-Time Nights).

We thank all applicants for their interest. Only those selected for a pre-screen interview will be contacted.

Lived Experience Support Statement

JMMF recognizes the value of lived and living experience and is committed to creating a supportive, respectful workplace for all team members. We understand that lived experience can be strengthened when paired with reflection, boundaries, and support. Successful candidates will receive onboarding, supervision, and access to training to promote well-being, sustainability, and professional growth.