

**Canadian Pakistani Support Group Association  
Client Support Worker  
Job Description**

<b>Position Title</b>	Client Support Worker
<b>Type</b>	Part-Time
<b>Reports To</b>	Executive Director
<b>Location</b>	Maskan Shelter Home Calgary, AB
<b>Schedule</b>	8-hour Day Shift (24 hours/week)
<b>About Us</b>	Canadian Pakistani Support Group Association (CPSG) is a registered charitable organization (703421511RR0001) with a mission to create a strong support ecosystem for immigrants, refugees and victims of family violence that provides opportunity to grow, sustain and empower at an individual, household and community level. CPSG works together with organizations and community to provide support and education for vulnerable, culturally diverse populations in areas of domestic violence (DV), gender-based violence (GBV) and intergenerational violence (IGV).
<b>Position Summary</b>	Reporting to the Executive Director, the Shelter Support Worker is responsible for developing a supportive relationship with adult and child residents of the shelter to apply supportive skills within a crisis intervention and domestic violence framework. In addition, other responsibilities include working as a team member with fellow staff members and volunteers, developing and maintaining good working relationships with relevant service providers/agencies, and participating in staff development activities. Some household duties may also be required.
<b>Qualification Requirement</b>	<ul style="list-style-type: none"> <li>• Diploma or bachelor's degree in social work, psychology, counselling, or other Human Services related field (or comparable experience)</li> <li>• A combination of relevant education and experience may be considered</li> <li>• Multilingual Expertise (English, Urdu, Punjabi, Hindi, Arabic, Oromo) will be considered as an asset</li> <li>• Working experience with immigrants, newcomers, and refugees will be considered as an asset</li> </ul>

<p><b>Skills Needed</b></p>	<ul style="list-style-type: none"> <li>• Ability to work independently and as part of a team</li> <li>• Creativity and energy</li> <li>• Good organizational and time management skills</li> <li>• Knowledge of dynamics of domestic violence and women's issues</li> <li>• Strong understanding of Alberta and Canada legal and court processes, Emergency Protection Orders (EPOs), No Contact Orders (NCOs), and Restraining Orders (ROs)</li> <li>• Knowledge of sexual assault, mental health and addiction issues</li> <li>• Familiarity with Child &amp; Family Services processes; the Children's First Act; Temporary Guardianship Orders (TGOs) and Permanent Guardianship Orders (PGOs)</li> <li>• Knowledge of crisis intervention counselling, case management and safety planning</li> <li>• Above average written and oral communication skills • Creative problem-solving skills</li> <li>• Strong knowledge of social service community agencies and protocols for referrals/advocacy</li> </ul>
<p><b>Role Description</b></p> <ul style="list-style-type: none"> <li>• Perform duties delegated by the Executive Director which includes but not limited to administrative and management tasks of shelter.</li> <li>• Ensure all reporting and documentation is accurate, up-to-date, non-judgmental, culturally inclusive, trauma-informed, and women-centered</li> <li>• Administer risk assessment tools, such as danger assessments and suicide assessments and provide safety planning</li> <li>• Screen and assess telephone callers' need through crisis intervention and domestic violence framework</li> <li>• Provide new intakes with an orientation of the shelter and staff roles</li> <li>• Ensure that families are supported by providing supports, referrals, and advocacy to meet the needs of each family's situation and that adequate discharge planning is in place</li> <li>• Daily reporting of clients on data management system of shelter.</li> <li>• Maintain relationships and work with the relevant agencies/service providers for a collaborative approach to family violence; and maintain a healthy, positive link with relevant agencies/service providers</li> <li>• Responsible for management and supervision of the operations of the shelter.</li> <li>• Maintenance of accounts, financial records, financial documents (receipts) and other expenses as per office protocols.</li> <li>• Assist the management on coordination of events, sessions, webinars, fundraisers, and other related activities by supporting Executive Director and other team members.</li> </ul>	

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