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| <b>Job title</b>    | Member Support – Programs and Services |
| <b>Reports to</b>   | Manager of Programs and Services       |
| <b>Salary range</b> | \$65,000 to \$78,000                   |

### Job Purpose

Reporting to the Manager of Programs and Services, this position is responsible for mentoring and supporting trauma informed shelter services and programs, fostering shelter partnerships, and developing training.

This position will ensure the alignment of ACWS programs, services, and projects to ensure the overarching outcomes and sustainability of ACWS and our members.

### Duties and Responsibilities

- Provide guidance and support to members and their staff on trauma informed practice. This includes one on one support and coaching to staff on addressing the complex needs for those accessing the continuum of shelter services, i.e., designing interventions for those struggling with mental wellness with a focus on mitigating risk and enhancing protective coping skills for both staff and those seeking services.
- Based on this work, identify needed training and opportunities for development and growth
- In consultation with the Manager of Programs and Services, design, develop and implement online/ in person training and communities of practice
- Identify ongoing support required at the shelter level through evaluation of current practices
- Identify gaps in resources and service delivery
- Inform processes to better serve those who are unable to access shelter services due to a lack of capacity or complexity.
- Foster and support a team oriented, collaborative, and innovative culture
- Other duties as required
- This position plays a vital role in supporting the ACWS member shelters in diverse ways. As a member-based and member-focused organization, all employees are expected to assist members in some form. This support may involve answering phone calls and responding to email inquiries from the shelters. By providing timely and effective assistance we help ensure that the shelters can operate smoothly and provide essential services. Overall, this role is crucial for maintaining effective communication and support within our network.
- ACWS is a public-facing organization and there is the potential to receive calls where individuals are in crisis or seeking support/resources. All staff may be required to answer these calls knowing that comfort and competence while responding to these calls is required.

## Program and Project Delivery

- Plan, organize and implement program and service activities with ACWS members
- Provide overall technical expertise of the project life cycle during the design, planning, execution and, evaluation phases of projects and programs
- Select participants to participate in program and/or service activities in consultation with the Manager of Programs and Services
- Proactively identify, address and solution-based responses to program and/or service concerns as or before they occur
- Work closely with team members and others to identify, develop, implement, and support project deliverables
- Actively participate in ACWS Member and Community Engagement
- Participate and support work plan development, implementation, and review

## Qualifications

The preferred candidate will:

- Have a minimum of a degree (master's degree preferred) in Social Work or other related discipline and be actively registered and in good standing with the Alberta College of Social Work or other regulatory body within Alberta.
- This position requires the ability to provide therapeutic services, or to develop these skills and the candidate must possess the necessary authorization and memberships to do this or be actively pursuing these. Other disciplines are encouraged to apply.
- This position requires the ability to obtain professional liability insurance
- Minimum of 3 - 5 years front line experience working with survivors of gender-based violence, administering assessments, creating treatment plans, and delivering therapeutic or supportive counselling services (other experience working in crisis intervention and case management will be considered)
- Comfort addressing any issues directly and promptly
- Have working knowledge of Microsoft Office, SharePoint, Outlook, and web-based platforms
- Hold a valid Alberta Driver's License
- Be willing and able to travel throughout Alberta
- Previous experience in the not-for-profit sector will be considered an asset
- Previous shelter experience will be considered an asset

## Core Job Competencies

- Demonstrated knowledge and skills in offering trauma informed case management therapeutic supports
- Outstanding written and verbal communication skills

- Ability to create, organize, manage, and maintain appropriate documentation
- Represents the organization well at all tables, communities of practice and working groups by demonstrating maturity and personal mastery
- Detail oriented and highly organized
- Ability to self-generate and problem solve
- Completes projects in a manner that produces quality and timely results
- Applies strong knowledge of violence against women, girls, and gender minorities
- Effectively gathers, synthesizes, integrates, and interprets multi-faceted information from a wide range of sources and perspectives
- Establishes and maintains effective working relationships with others, both internally and externally
- Holds themselves accountable, sets high ethical standard for their conduct
- Ensures confidentiality controls are continually in place and followed
- Updates and models any applicable promising practices identified by ACWS by consistently modeling best practices
- Contributes to the overall organizational well-being of ACWS

### **Working Conditions**

This position is based out of the ACWS office located in Edmonton, Alberta. Hours of work are subject to requests for support and will require evening and weekend work. Typical working hours are 7.5 hours per day, Monday to Friday, during regular office hours (8:30 - 4:30).

The position is currently a hybrid working arrangement (in-office with the ability to work from home), however this is subject to change.

### **Physical Requirements**

This position requires spending significant periods of time working at a computer and talking on the telephone. Some travel throughout the province is required.

### **Direct Reports**

This position has no direct reports.

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| Version Date: | February 14, 2025 |
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