



Client Advocate

Reports to: Manager, Shelter Operations

Compensation: Starting at \$26/hour with opportunity for growth based on education, experience, and credentials

Benefits: Comprehensive health benefits, RRSP matching, paid vacation, wellness days, and access to professional development opportunities

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

Hours: 8:00 AM – 8:00 PM, 4 days on / 4 days off rotation

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 a 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 provides frontline support to survivors of domestic violence and their families, helping them move from crisis to stabilization and community integration. This role involves trauma-informed, client centred support, education, system navigation, and collaborative wrap-around services.

This role is responsible for:

- Delivering trauma-informed, client-centred 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 support.
- 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

Personal Qualities & Values

- Models professionalism, ethical behaviour, and integrity in all interactions
- Maintains composure and firm boundaries during crisis intervention
- Demonstrates teamwork, collaboration, and dependability
- Respectful, compassionate, and culturally aware
- Committed to empowerment, partnership, safety, and ongoing professional development

Qualifications & Required Skills

- Diploma or degree in social work or a related social science field
- Registration with applicable regulatory body (if required)
- CPR Level C and Standard First Aid certification
- Non-violent Crisis Intervention certification
- Clear Child Intervention Record, Criminal Record, and Vulnerable Sector Check
- Willingness and ability to work in Morinville
- Perform job-related physical tasks such as walking upstairs or lifting heavy objects
- Strong understanding of relevant legislation, regulations, and standards for domestic violence and shelter operations
- Experience in case management, trauma-informed practice, crisis intervention, harm reduction, and multi-agency service delivery
- Organizational, assessment, and documentation skills
- Interpersonal, communication, and collaborative problem-solving abilities
- Demonstrated competence working with vulnerable populations, including children and families affected by domestic violence

How to Apply

Email your resume to hr@jmmf.ca with the subject line "Client Advocate, First name Last name." by January 26, 2026

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

Equity, Diversity, Inclusion, and Accessibility

The Jessica Martel Memorial Foundation is an equal opportunity employer committed to employment equity. Applications are encouraged from people with diverse backgrounds and lived experiences, including but not limited to First Nations, Inuit and Métis peoples, Black and other racialized communities, gender-diverse people, people with disabilities, 2SLGBTQ+ communities, and newcomers to Canada.

Accommodation is available upon request throughout the recruitment and selection process.