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RAYS CRISIS SUPPORT WORKER

Location: Calgary, AB
Position Type: Part time
Hours: On-call: 16 – 24 hour shift on hold
Program: Regional After Hours Support (RAYS)

Position Summary:

The RAYS Crisis Worker has the unique and challenging role of providing short-term, after-hours crisis response and support to youth and families involved with Alberta's Children's Services. The Crisis Worker works collaboratively with Southern Alberta Children Intervention Services to provide support in a variety of situations including, but not limited to, childcare and/or one to one support, the transportation of children and youth between placements or upon apprehension, behavioural management, hospital supervision, and suicide and self-harm monitoring.

Responsibilities:

- Provide behaviour management interventions and support as needed in a variety of settings
- Apply de-escalation strategies as needed
- Ensure the client's basic needs are being met
- Provide constant supervision to any client that is at risk of hurting themselves or someone else
- Use effective interpersonal skills to communicate complex and sensitive information
- Provide a consistently high standard of care and support for clients
- Provide direct and comprehensive care and assistance to clients with specialized and complex needs
- Ensure commitment to quality, client safety, and risk management initiatives
- Protect the health and safety of others by adopting safe work practices and reporting unsafe conditions immediately
- Prepare and submit accurate reports and records
- Maintain a positive working relationship with colleagues at Children's Services and other professionals involved in case management
- Maintain personal employment records, training, and documentation as indicated by accreditation standards

Skills and experiences:

- Ability to be alert and responsive during all hours of scheduled shift
- Ability to respond quickly in a dynamic and changing environment



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- Ability to assist clients and their family members with concern and empathy, respecting their confidentiality and privacy and communicating in a courteous and respectful manner
- Ability to effectively interact and relate to children in a developmentally appropriate manner
- Ability to interact and build relationships with youth and adults that may be either physically or intellectually challenged
- Ability to remain calm and poised in urgent situations
- Dedication to safety measures and best practices
- Ability to take initiative
- Ability to work individually as well as part of a team
- Ability to effectively communicate both verbally and in writing
- Ability to respond quickly in a dynamic and changing environment

Requirements:

- Degree in Human Services or related field
- Certifications or licences appropriate to the position
- Related field experience required
- Criminal Record and Vulnerable Sector Check (completed within the last three months)
- Child Intervention Check (completed within the last three months)
- Use of a reliable vehicle with \$2,000,000 liability, permission to carry passengers and business coverage on the vehicle
- Valid driver's license and a driver's abstract with minimal demerits
- Proof of Driver's abstract completed within the last 30 days
- Ability to do shift work
- Valid First Aid or CPR certification
- Self-Harm Training
- Suicide Awareness Training
- Crisis Intervention Training
- Self-Harm Training
- Quality Improvement and Outcomes Training
- Indigenous Awareness
- Diversity Training

We offer the opportunity to be part of a creative and positive work environment, a competitive salary, supports for professional development, opportunity for advancement, and the chance to be part of a team that supports children, youth and families to thrive within a culturally responsive community.

Please submit a cover letter and resume to bdelion@miskanawah.ca and reference "Crisis Support Worker" in the subject line. This position will remain open until a suitable candidate is found. We thank all applicants, however, only those selected for interview will be contacted.