



Posting ID: 22-50

FCSS Client Support Worker

Temporary, Full-time - 35 hours / week

8-month term

\$71,143.80 – \$88,961.60 / annum

At the City of Leduc, our mission is People. Building. Community. We offer a collaborative and dynamic workplace where our values of Teamwork, Service, Respect and Leadership guide our conduct and contribute to a healthy culture. If you would like to work as part of a progressive organization and enjoy a fast-paced environment, then this may be the opportunity for you.

We are currently recruiting for a temporary full-time FCSS Client Support Worker.

About the Opportunity:

Reporting to the Lead, FCSS Direct Client Services, this position provides timely and appropriate support to individuals requiring services in order to meet residents' goals and needs. This may include: assisting residents in the navigation of paperwork and procedures to assess supports, working with appropriate stakeholders to advocate for clients' needs and continue the work with those already involved with client, and build capacity in individuals through education and goal accomplishments. This position supports the FCSS department by providing scheduled office coverage to assist walk-in residents of all demographics.

Responsibilities of the position include, but are not limited to:

- Direct Client Support- including drop in support, office coverage, phone/virtual support and overall case management
- Community Partnerships- work collaboratively with other community organizations to support residents' needs
- Data Collection & Administration- complete relevant documentation and maintain records, contact notes, and referrals. This will include utilizing a data base.
- Others Duties as assigned

Qualifications:

You are the successful candidate for this position if you have the following:

- Degree in Social Work, Human Ecology, Psychology or equivalent field
- Minimum of 3 years of related experience demonstrating creative problem solving, conflict resolution, communication and decision making skills
- Suicide intervention, mental health first aid are considered assets
- Ideal candidate will have experience working one-on-one with individuals and families, as well as working in partnerships with a variety of agencies and stakeholders, as well as experience with Emergency Social Services
- Experience working with a diverse population that may be experiencing mental health, poverty, homelessness and/or addiction issues
- Knowledge of housing, employment social services and supportive agencies
- Knowledge of the Residential Tenancies Act would be beneficial
- Must be able to maintain healthy boundaries, communicate care and provide professional referrals
- Municipal government experience is an asset

- Must be willing to provide, at own expense, a current Criminal Record Check-Vulnerable Sector and Child Intervention Record Check as part of the hiring process
- Must be fully immunized against COVID-19 and be willing to provide proof of immunization as part of the recruitment process

If this sounds like you, we want to hear from you! To apply, please visit our website at: www.leduc.ca/careers

Competition closes at 10:00 pm (MT) on May 17, 2022. This competition may be used to fill future vacancies at the same or lower classification level. Due to the high volume of resumes received, we are not able to respond to individual phone calls. We thank all applicants for their interest, however, only those selected for interviews will be contacted.