



POSITION TITLE: Client Support Worker
LOCATION: Red Deer, Alberta

PROFILE

Reports to: Client Services Director (CSD)
Position Type: Permanent
FTE: 1.0
Remuneration: Grade 3

SUMMARY STATEMENT

This position reports to the Client Services Director (CSD) and works closely with the Client Services team to provide support, education and referrals to clients. This position also works closely with volunteers to provide mentorship and support.

KEY RESPONSIBILITIES & EXPECTATIONS

SPIRITUAL LEADERSHIP

- Create a culture that reflects Jesus' core value of love
- Model loving one another, forgiving one another, bearing one another's burdens and regarding others more highly than yourself
- Extend grace with humility
- Promote unity and a loving workplace community
- Be a role model as you spend time with God to nourish, strengthen and grow your relationship with Him
- Seek God's will through prayer both with and for clients, volunteers and staff
- Serve by empowering and supporting others
- Inspire others to move from where they are to where God wants them to be
- Explore and apply scripture as it relates to the CAPCC

CLIENT SERVICES

- Provide client support and referrals for clients in person or virtually.
- Handle critical phone calls and emails from clients.
- Execute client programs with appropriate training, monitoring their effectiveness, and provide feedback to the CSD.

ADMINISTRATION

- Monitor inventory of materials, ensuring that resources are always stocked and available for staff, volunteers and clients.
- Assist Client Services team in creating and providing feedback on forms, PowerPoints and other material as requested.
- Data entry as required for client files, reporting on organization statistics and maintaining client files in accordance with records management policy.

VOLUNTEER MENTORSHIP

- Develop and nurture volunteers to assist in operational procedures.
- Debrief with volunteers as needed and make recommendations for appropriate referrals.
- Teaching and coaching of volunteers both formally and informally as required or requested.

PUBLIC RELATIONS

- Assist in promoting and representing the work of the CAPCC by participating in speaking engagements and trade shows.
- Attend community-networking meetings with other agencies.
- Attend and participate in the organization's fundraising events.

OTHER

- Act as back-up for Reception when needed
- Assist with helpline as needed
- Book client appointments when necessary
- Other duties as required

QUALIFICATIONS

- Committed Christian who demonstrates a vital walk with Jesus Christ as Savior and Lord
- Committed to equipping men and women to make educated choices and offer non-judgmental support regardless of their choice.
- Agreement with and willingness to uphold the CAPCC's Statement of Faith, Statement of Principle, Code of Conduct, and Policies and Procedures.
- Self-motivated and team-based worker.
- Conflict resolution skills and the ability to de-escalate emotionally charged situations.
- Familiarity with the unique environments and challenges of not-for-profit organizations.
- Comfortable with public speaking engagements, facilitating meetings and training.
- Knowledge of community resources and networking capabilities.
- Discreet with a commitment to maintaining strict confidentiality requirements.
- Counselling and/or peer mentorship experience.
- Degree in Human Services field is preferred or equivalent experience.
- Must provide a clean criminal record check