



9908-106 Ave
Calgary, AB T5J 2L8
T. 780.422.2018
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Job Description

Job Title : HMRV Support Worker
Based at : Calgary
Reports to : Manager, Community Support Services
Hours of work : Full Time, Monday to Friday, 12PM-8PM

OUR MISSION

To serve, strengthen and uplift men, women, youth and children through the life-changing gospel of Jesus Christ

Job Summary:

The Hope Mission Rescue Van (HMRV) program provides mobile outreach services to vulnerable community members in need of assistance and support. The program partners with first responders such as law enforcement, emergency medical services and fire rescue services to: 1.) provide a more appropriate response to non-emergency crisis situations; and 2.) to free up first responder services to respond to more appropriate emergency calls. In addition to this, the program responds to calls from businesses and the general public through a mobile cell phone that goes directly to our teams.

Major Duties and Responsibilities:

- Using a trauma informed lens, support vulnerable community members on a street level by helping meet their basic needs of food, clothing, transportation to shelter and/or other community resources.
- Increase awareness of and provide referrals to social supports and services available from various agencies, organizations and groups within Calgary.
- Drive within the City of Calgary in response to non-emergency distress or crisis incidents.
- Drive within the City of Calgary to provide general support service to vulnerable community members in the absence of a crisis call dispatch.
- Increase public awareness of Hope Mission and its work through mobile services.
- Liaise with first responders (EMS, CPS, Fire Rescue) to take over or hand over crisis situations as the case may be.
- Communicate with any program partners to consult and determine an appropriate response to crisis events.
- Ensure the HMRV vehicle is washed, cleaned, fueled, stocked, maintained, and ready to be used and shown on a moment's notice.
- Communicate with logistics support staff on vehicle maintenance concerns.
- Communicate with Program Manager about staff welfare concerns.
- Complete the *HMRV Daily Stats* sheet at the end of every shift.
- Complete necessary incident reports for every critical incident.



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- Communicate a brief of the day's events to other teams at the end of shift debrief.
- Assist with additional tasks as required by Program Manager.

Minimum Qualifications and Skills:

- Full Class 5 Alberta driver's license with a clean drivers abstract and 5 years accident free driving record.
- Clean criminal record check, including vulnerable sector check and child welfare check is required.
- First Aid and Non Violent Crisis Intervention training is an asset, but is provided if needed.
- Able to lift a minimum of 50lbs.
- Excellent day and night vision and sharp sense of hearing.
- Capacity to adjust to rapid changes in temperature in and out of vehicle.
- High degree of competency in boundaries, assertiveness, accountability and maximizing opportunities.
- High level of care and compassion for culturally marginalized and underprivileged people.
- Excellent communication and inter-personal skills.
- Full mobility and capacity to work with and care for repurposed ambulance vehicles.

Key competencies:

- Emotional intelligence and capacity to respond quickly and effectively to rapidly changing circumstances.
- Ability to work well under pressure and interact compassionately with intoxicated individuals or/and individuals with poor mental health.
- Skill in coaching, facilitating, and training for life change and character development.

Other Requirements:

- Being a Christian Organization we require our employees to be in agreement and sign the Hope Mission Statement of Faith.
- Must be legally entitled to work in Canada on a full-time basis.
- Able to provide Criminal Record Check and Vulnerable Sector Search
- A letter of reference from a ministry or church is an asset
- Adherence Hope Mission's Policies and Procedures.