



Calgary Pop-Up Care Village

Volunteer Position Posting: Wayfinders and Intake Specialists

Wayfinders and Intake Specialists

BeTheChangeYYC street outreach group goes out to help those experiencing homelessness in downtown Calgary every Tuesday, Wednesday, Saturday, and Sunday, from 4:30 PM – 9:00 PM. We hand out essentials including food, water, clothing, hygiene, harm reduction supplies, resource guides, and referrals to help individuals experiencing homelessness access resources. We also perform emergency response outreaches during the cold snap and the heat waves. In addition, we run a 24/7 outreach phone so that service users can call and text for services, referrals, and meet up outside of our regular hours of operation. During January of 2022, we formed a Grassroot Outreach Collaboration with seven other agencies: Angels in Action, AAWEAR, Sobercrew/A.I.M, Street Sisters, Harvest Hill Cares, and Hearts for Humanity. In addition, we have established connections to organizations such as the Calgary Homeless Foundation, the Drop-in Center, City Transit Bylaw, and more.

For this summer, our Grassroot Outreach Collaboration is hosting a pop-up care village, modeled after Lava Mae's original San Francisco PUCVs. The pop-up care village is a festival, aimed at creating social harmony and a place where people can be treated as people first. It is more than just an information fair, as we will have music, food, hair cutting, fun activities, on top of connecting the unhoused population to an array of information. For more information on how this pop-up care village would look, please take a look at our website: c-pucv.ca.

For this event, we are seeking Wayfinders and Intake Specialists in Calgary, who can attend and staff the pop-up care village on September 27th, 2022. Specialists will engage with guests in a non-confrontational and positive manner, ensuring all partnering agencies and guests' questions regarding event schedule and location are addressed. Specialists will staff entry/exit points, central information directory, exit gift booths, patrolling the parameters of the event, as well as performing outreaches within the vicinity of the event to attract guests. In addition, specialists are tasked with the registration of guests through a wrist band, ensuring accurate and precise data collection for survey takers.





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Key Responsibilities

- Maintain excellent customer service skills when interacting with guests, and provide guests with event schedule, booth locations, and services within the festival
- Approach guests with friendly, non-confrontational manners, and guide guests throughout the event and support them through wayfinding for services they need
- Properly refer guests to appropriate teams including addressing guests' needs for medical attention, whether that be physical or mental, coordinate with Medical First Response team for active first aid/rescues if needed, as well, coordinate with Safety and Wellness Ambassadors if needles/trash are spotted, or if the guest is using drug on site
- Escort guests to and from services and booths
- Perform street outreach to attract attention of potential guests
- Engage and collaborate with CPS, CTS, Bylaw, EMS, DOAP Team, and any other agencies when needed

Qualifications/Key Competencies

- Passion, and eager to learn is a must! The following are helpful qualifications but we are willing to recruit volunteers with no previous experiences.
- Respective experience volunteering/working at social service agencies or have previous interactions with vulnerable population is an asset
- Respective experiences volunteering/working in a customer service position is an asset
- Current Non-Violent Crisis Intervention, MANDT, Suicide Intervention (ASIST), or any other crisis intervention training would be an asset
- Current certification in First Aid/CPR training is an asset
- Works well under pressure and stressful situations
- Ability to work and collaborate in a group environment and not afraid to call for backup and assistance
- Strong knowledge of the vulnerable population is an asset
- High ethical standards and professionalism with a demonstrated ability to remain calm in escalating conflicts

Application Details

- Volunteers who are interested in this position should fill out this [registration form](#). Our recruitment efforts are ongoing, successful volunteers will receive emails informing them of event-specific training and orientation needed before staffing the event as a staff
- Volunteers should have availability on the day of the event, however we are willing to accommodate to volunteer's availability.

