



## **Downtown Ambassador Job Posting**

**Contract Part-Time | Up to 36 Hours per Week  
Must be available for evening and weekend shifts**

### ***THE OPPORTUNITY***

The Downtown Ambassadors have a goal of creating a welcoming and inclusive area for all people. Working as part of a team, the Ambassadors will connect Calgarians and visitors to information on services, places, and supports within the designated walking area. Ambassadors also build ties with local businesses and community organizations, as well as socially and economically diverse citizens who are spending time in the area.

Given the nature of the program and the current COVID-19 pandemic, the successful applicants must be flexible and adapt as the program evolves. We will be constantly monitoring the health guidelines and making necessary changes as needed.

### ***WORKING CONDITIONS***

Downtown Ambassadors will be working in pairs to interact with various members of the public and each individual may have different needs. In this role individuals can be exposed to events, such as medical distress, or individuals experiencing various situations: mental health, addictions, or homelessness. It is understood and accepted that you will be working in an adaptable environment. This role requires resilience, stress tolerance, the ability to maintain composure, and to remain calm and focused.

### ***KEY RESPONSIBILITIES***

- Build and maintain relationships with various community outreach services.
- Build rapport and maintain regular communication with various organizations and businesses in the designated area.
- Provide area-specific information and wayfinding for both visitors to Calgary and Calgarians.
- Serve as a connector to other organizations who can assist Calgarians and visitors to Calgary with information outside of the designated area.
- Serve as a connector between people experiencing vulnerabilities and various social services and outreach groups in the area.
- Track interactions, outcomes, and incidents in the area using program's cellular devices.
- Report various unsafe conditions and cleanliness issues to appropriate agencies such as 911, 311, and DOAP Team.
- Assist with promotion of identified community events, activities, and initiatives within the designated area through direct interactions with the public.
- Provide the Ambassador program Leadership Team with key learnings, trends & experiences, and program development suggestions.
- Engage in various professional development opportunities.

## **REQUIRED EXPERIENCE & QUALIFICATIONS**

- Able to work and connect with people from all backgrounds.
- Strong connections to/knowledge of existing community groups and services in the area is an asset.
- Adequate oral and written communication skills in English. Other languages (including sign-language) are an asset.
- Willingness to work flexible hours, including evenings and weekends.
- Excellent customer service skills, ability to work within a team, confident using digital devices for communication and data collection.
- Solid critical thinking and problem-solving skills.
- Able to be mobile for several hours each shift.
- Able to work in inclement weather.
- Able to carry a compact backpack with basic supplies.
- Employment/volunteer experience in community development at the neighbourhood level is an asset.
- Crisis Intervention Training is an asset.
- Standard First Aid, CPR Level C is required (Training will be provided if not certified).
- Naloxone training is an asset (Naloxone training will be provided).
- Experience working with vulnerable populations or a social work background is an asset.
- Knowledge of various community resources is an asset.

## **PREREQUISITES**

Must be at least 18 years of age. Current Vulnerable Sector Police Check will be required prior to start date. Reimbursement will be provided.

**Compensation:** \$19-21 per hour.

**To Apply:** Interested and qualified applicants are asked to email a resume and letter of interest to: [ambassador@downtowncalgary.com](mailto:ambassador@downtowncalgary.com)

We thank those applicants who are interested in this position, however, only those candidates selected for an interview will be contacted. We are an equal opportunity employer. We value diversity of expertise, talent, and opinion which creates an innovative and collaborative environment. We actively encourage applications from members of groups with historical and/or current barriers to equity. We are committed to a respectful and inclusive workplace and welcome applications from all qualified individuals.

This program is operated by the Calgary Downtown Association in partnership with the City of Calgary.

