

Downtown Ambassador Job Posting

Contract Position | Up to 35 hours per week
Must be available for evening and weekend shifts

THE OPPORTUNITY

Downtown Ambassadors work with the goal of creating a welcoming and inclusive downtown for all Calgarians. Working as part of a team, Downtown Ambassadors build ties with local businesses and community organizations, help visitors navigate to attractions and services, and connect with socially and economically diverse citizens who spend time in the program area.

Downtown Ambassador program is ever evolving, and successful applicants must be flexible and adapt to changes as required.

Shifts are seven hours in length and will be scheduled during the operating hours of 6 am to 8 pm, seven days a week. **Successful applicants must be willing to work evenings and weekends.** The role involves walking and/or being mobile for an average of fifteen (15) kilometers per shift. As such, applicants must be willing and able to travel throughout the program boundaries for several hours at a time.

WORKING CONDITIONS

Downtown Ambassadors work in pairs to interact with members of the public, which encompasses various population groups with unique needs and interests. In this role, Ambassadors may be exposed to situations involving medical distress, mental health crises, substance use, and/or homelessness. It is understood and accepted that Downtown Ambassadors work in an unpredictable environment. This role requires resilience, stress tolerance, and the ability to remain calm, composed, and focused.

KEY RESPONSIBILITIES

- Serve as a connector between people experiencing vulnerabilities and various social services and outreach groups in the area.
- Build rapport and maintain regular communication with organizations and businesses in the designated area.
- Provide area-specific information and wayfinding for visitors to downtown.
- Regularly track interactions, outcomes, and incidents in the area using the program's cellular devices.
- Report various unsafe conditions and issues of cleanliness to appropriate agencies such as 911 and 311.
- Assist with the promotion of identified community events, activities, and initiatives within the designated area through direct interactions with the public.
- Provide the program leadership team with key learnings, trends, experiences, and program development suggestions.
- Engage in various professional development opportunities.

REQUIRED EXPERIENCE & QUALIFICATIONS

- Ability 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.
- Experience working with vulnerable populations and/or a background in social work is an asset.
- Employment/volunteer experience in community development at the neighbourhood level is an asset.
- Adequate oral and written communication skills in English. Other languages (including sign language) are an asset.
- Excellent customer service skills and the ability to work well in a team.
- Solid critical thinking and problem-solving skills.
- Willingness to work flexible hours, including evenings and weekends.
- Comfortable using digital devices for communication and data collection.
- Ability to be mobile and carry a backpack with supplies for several hours at a time.
- Ability to work in inclement weather.
- Nonviolent Crisis Intervention Training is an asset (training will be provided if not certified).
- Certification in Standard First Aid - CPR Level C is required (training will be provided if not certified).
- Training in naloxone administration is an asset (training will be provided).
- Lived experience of vulnerabilities is an asset.

PREREQUISITES

Must be at least 18 years of age. Results of police information check and proof of clear vulnerable sector verification will be required prior to start date. These documents must have been acquired within six months of start date. Reimbursement will be provided for successful applicants.

Compensation: \$20 per hour. Successful applicants will be eligible to enroll for a health spending account after six months of full-time (35 hrs/week) employment.

To Apply: Interested and qualified applicants are asked to email a resume and letter of interest to: 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 work 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 Calgary Downtown Association in partnership with the City of Calgary.