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| Position Title: | Front Line Worker | Competition #: | 4/16 |
| Ministry Unit: | Ottawa Booth Centre | Position Type: | (1) regular Full time and (1) part time position |
| Salary Range: | $15.37 | Date posted: | January 26, 2016 |
| City: | Ottawa | Posting Expires: |  February 1, 2016 |
| Applications Accepted By: |
| Fax or E-mail:(613) 241-2818 or FLWjobs@ottawaboothcentre.org**Attention:** Employee Relations Department **Please no phone calls.** | Mail:Employee Relations Department171 George St. Ottawa, Ontario K1N 5W5 |
| Position Description |
| AREAS OF RESPONSIBILITY* Client services
* Safety and security
* Support services
* Service /shift specific duties.

CLIENT SERVICES* Initiate contact with clients for the purpose of being accessible/available; identifying needs; gathering information to assess further areas of need; monitoring progress of clients in working on goal plans; following established procedures, referring to appropriate Centre and community resources and advocating on behalf of the client to other Centre staff or outside resources, as requested by coordinator
* Complete accurate intake and discharge procedures with the clients as needed
* Provide emergency assistance, as required and appropriate, e.g. meals and clothing.
* Accept and receipt monies, donations, both cash and goods. Donations of only Men’s clothing.
* Attend staff meetings and case conferences prepared to offer information regarding clients and service issues

**SAFETY AND SECURITY*** Implement appropriate emergency procedures as necessary
* Maintain radio contact with other residential services. This includes battery changes and radio checks as necessary
* Ensure that Centre residency guidelines are enforces impartially
* Implement consequence for inappropriate behavior of clients in accordance with established policies, procedures and guidelines
* Refer clients to Manager of Residential Services or Front Desk Supervisor for interviews regarding serious behavioral issues and consequences as necessary (e.g. clients who are denied assess)
* Provide emergency backup for other Centre services/programs
* Do rounds and security checks as indicated by Shift Statement of Duties

**SUPPORT SERVICES*** Maintains such records as required (e.g. incident reports, log notes, and Bulletins in HIFIS program.)
* Checks facilities on rounds and notes maintenance concerns to the Manager of Residential Services
* Attends to any housekeeping duties, as indicated by service and shift duty list
* Participate in planning and evaluating services provided by the Centre and in any revision of the service/program
* Attend to duties outlined by program and Shift Statement of Duties

**QUALIFICATIONS:*** Relevant post secondary education in social work or related field
* Minimum 1 year experience working with hard to serve population with addictions and/or mental health issues. Student placement work may be accepted in lieu of worked experience
* Effective communication, both oral and written
* Effective interpersonal skills
* Knowledge of client community
* Knowledge of community resources
* Some computer skills in word processing and database
* Bilingual (English and French) an asset
* Must supply a current Clear Police Reference Check for Vulnerable Sector

**SALARY: $15.37 per hour/40hours per week (full time) 16hours per week (part time)****HOURS: 1) full time position – Friday – Tuesday 3:30pm – 12:00am**  **1) part time position – Saturday – Sunday 3:30pm – 12:00am at Anchorage***The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.* We thank all applicants, however, only those candidates to be interviewed will be contacted.*Internal Applicants, please advise your managing supervisor of your intentions prior to submitting your application.* |