

# Employment Opportunity

## The Salvation Army Ontario Central East Division

<b>Position Title:</b>	Front Line Worker	<b>Competition #:</b>	02/17
<b>Ministry Unit:</b>	Ottawa Booth Centre	<b>Position Type:</b>	2 part time positions
<b>Salary Range:</b>	\$16.19	<b>Date posted:</b>	January 17, 2017
<b>City:</b>	Ottawa	<b>Posting Expires:</b>	January 23, 2017
<b>Applications Accepted By:</b>			
<b>Fax or E-mail:</b> (613) 241-2818 or FLWjobs@ottawaboothcentre.org <b>Attention:</b> Employee Relations Department <b>Please no phone calls.</b>		<b>Mail:</b> Employee Relations Department 171 George St. Ottawa, Ontario K1N 5W5	
<b>Position Description</b>			
<p><b>JOB PURPOSE:</b></p> <p>To provide Front Line service to the Centre clients within the context of the overall Centre operations, including maintaining the security of the facility and its residents.</p> <p><b>AREAS OF RESPONSIBILITY</b></p> <ul style="list-style-type: none"> <li>• Client services</li> <li>• Safety and security</li> <li>• Support services</li> <li>• Service /shift specific duties.</li> </ul> <p><b>CLIENT SERVICES</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Complete accurate intake and discharge procedures with the clients as needed</li> <li>• Provide emergency assistance, as required and appropriate, e.g. meals and clothing.</li> <li>• Accept and receipt monies, donations, both cash and goods. Donations of only Men's clothing.</li> <li>• Attend staff meetings and case conferences prepared to offer information regarding clients and service issues</li> </ul> <p><b>SAFETY AND SECURITY</b></p> <ul style="list-style-type: none"> <li>• Implement appropriate emergency procedures as necessary</li> <li>• Maintain radio contact with other residential services. This includes battery changes and radio checks as necessary</li> <li>• Ensure that Centre residency guidelines are enforced impartially</li> <li>• Implement consequence for inappropriate behavior of clients in accordance with established policies, procedures and guidelines</li> <li>• Refer clients to Manager of Residential Services or Front Desk Supervisor for interviews regarding</li> </ul>			

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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: \$16.19 per hour /16 hours a week**

**HOURS: 1 part time hours: Saturday and Sunday 3:30pm – 12:00am at Anchorage**

**2 part time hours: Saturday and Sunday 11:30pm – 8:00am at OBC**

*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.*

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