

Employment Opportunity

The Salvation Army Ontario Central East Division

Position Title:	Front Line Worker	Competition #:	25/17
Ministry Unit:	Ottawa Booth Centre	Position Type:	Full time 1 year contract position
Salary Range:	\$16.47	Date posted:	June 12, 2017
City:	Ottawa	Posting Expires:	June 18, 2017
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 Department 171 George St. Ottawa, Ontario K1N 5W5	
Position Description			
JOB PURPOSE: 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.			
AREAS OF RESPONSIBILITY <ul style="list-style-type: none"> • client services • safety and security • support services • service /shift specific duties 			
CLIENT SERVICES <ul style="list-style-type: none"> • 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 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 <ul style="list-style-type: none"> • 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 enforced impartially • implement consequence for inappropriate behavior measures of clients, in accordance with established policies, procedures and guidelines • refer clients to Manager of Residential Services or Front Desk Supervisor for interviews regarding 			

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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

- maintain such records as required (e.g. incident reports, log notes, and Bulletins in HIFIS program.)
- check facilities on rounds and notes maintenance concerns to the Manager of Residential Services
- attend 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 use
- bilingual (English and French) an asset
- must supply a current Clear Police Reference Check for Vulnerable Sector

SALARY: \$16.47 per hour /40 hours per week

HOURS: 10:30pm – 7:00am Friday to Tuesday

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.