

Employment Opportunity

The Salvation Army Ontario Central East Division

Position Title:	Supervisor of Outreach Services	Competition #:	45/17
Ministry Unit:	Ottawa Booth Centre	Position Type:	1 Full time position
Salary Range:	\$22.42	Date posted:	October 4 , 2017
City:	Ottawa	Posting Expires:	October 17, 2017
Applications Accepted By:			
Fax or E-mail: (613) 241-2818 or jobs@ottawaboothcentre.org Attention: Employee Relations Department Please no phone calls.		Mail: Employee Relations Department 171 George St, Ottawa, ON K1N 5W5	
Position Description			
JOB PURPOSE: Through a coordinated management approach ensure the seamless operation of Outreach services by: providing supervision to Street Outreach workers, assist in supervision of Housing Based Case Management (HBCM) services as well as program development and statistical reporting.			
RESPONSIBILITIES:			
<ul style="list-style-type: none"> • develops and implements policies and procedures and other tools for effective communication for client services • ensures all log notes and other appropriate documentation is complete • assists with preparing statistical, operational and administrative reports as needed • conducts regular staff meetings for Street Outreach Team to review operational effectiveness, and reviews changes/deficiencies in policies and procedures and to provide in-service training • participates in the development of a program/service evaluation process for the purpose of ensuring effective services/ministry in accordance with The Salvation Army Accreditation standards • assists in Housing Response Team case management service, contributing regularly to the individual case management process, including: crisis response, assessment, goal planning, supportive staff supervision, debriefing, referral and follow-up 			
Service Coordination:			
<ul style="list-style-type: none"> • helps orient and train all staff working in Outreach and Housing services. This may include volunteers and guest staff from other community partners • helps arrange for on-going training of staff with Booth Centre Human Resources • helps lead and participates in the facilitation of service coordination meetings as required (i.e.-Community networking, HBCM, SOS and Housing meetings) • organizes Street Outreach van routes in consultation with community partners to ensure that service is widespread and functional to the needs of the homeless • participates in the Coordinated Access Model (CAM) as required • helps develop and keeps an on-going reporting/log system that will translate to user friendly statistical information for the benefit of other service providers as well as the funding providers • helps develop follow-up system to inform community partners and service providers of client concerns • develops and maintains a client tracking system for statistical and reporting purposes • develops and maintains a case management system for a select group of Outreach regular clients • develops and undertakes evaluation of service delivery: reports on same • responds to 24- hour pages (on rotational basis) for troubleshooting and scheduling concerns: arranges for substitution as required 			

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Community Liaison:

- represents The Salvation Army Ottawa Booth Centre by assisting in developing and maintaining contacts with community partners, and attending regular meetings with supervisors from other service providers
- participates in Public Speaking, information sessions and presentations, internally and externally, as needed
- ensures appropriate liaison with community/outreach workers

Financial:

- monitors expenditures and maintains budget limits for all Street Outreach supplies
- assists in providing financial information for funders through accounting
- provides accounting department with any necessary information for invoicing, payment approval etc.

Human Resources:

- prepares and ensures departmental schedules and timesheets are completed accurately and on time
- assists in the evaluation and discipline of workers when necessary
- participates in interviewing and hiring of the Outreach and Housing Services team

QUALIFICATIONS:

- relevant community college/university education in social work or related fields
- minimum of 2 years' effective supervisory experience
- several years' experience in direct client service with the homeless, ideally in an outreach setting
- minimum 3 years' experience working with urban disadvantaged population
- experience working with an urban hard-to-serve client population with addiction and mental health issues
- strong interpersonal and leadership skills
- effective experience in working cooperatively with community resource agencies
- effective communication skills, particularly in negotiating and advocating for clients' needs
- good writing skills for documentation and correspondence
- strong computer skills including a working knowledge of Microsoft Office and Excel
- ability to communicate and liaise effectively with community partners; build networking links
- ability to represent The Salvation Army at information sessions, presentations and community committees
- ability to collect and sort data; analyze findings for evaluation purposes.
- excellent interpersonal skills
- bilingualism an asset (English and French)
- trained in Standard First Aid/CPR, Assist Non Violent Crisis intervention, preferred
- valid Class G driver's license
- must supply a current Clear Police Reference Check for Vulnerable Sector

Hours of work: Monday to Friday 8:00am – 4:30pm and on call on a rotational basis

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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