

Employment Opportunity

The Salvation Army Ontario Central East Division

Position Title:	Community & Family Service Worker	Competition #:	52/17
Ministry Unit:	Ottawa Booth Centre	Position Type:	1 Full time position
Salary Range:	\$16.95	Date posted:	November 8, 2017
City:	Ottawa	Posting Expires:	November 21, 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			
To assist families who are seeking aid and assistance from, or have been referred to the Ottawa Booth Centre Community and Family Services. This includes ensuring the emergency food bank is well stocked and organized with needed items.			
EXPECTATIONS & TASK LIST			
Food Bank			
<ul style="list-style-type: none"> • receive and sort products as they arrive in the Centre • move products from different locations in the Centre as space becomes available in the Food Bank and stock shelves as necessary • ensure all food items are fresh and remove any items which may become stale dated • pack upwards of 50 grocery bags daily • transfer full grocery bags from Food Bank, to CFS office, and then to clients • responsible for the organization, maintenance and general cleanliness of the food bank 			
Client Services			
<ul style="list-style-type: none"> • verifies to insure that clients meet eligibility criteria • obtains appropriate documentation and signed release forms as required under Privacy legislation (latest revision) • identify and assess client needs, considering the whole person/family unit including practical, emotional and spiritual needs • provide written and verbal referrals to other agencies and workers when appropriate • deliver services in accordance with established protocols; this includes, but is not limited to: <ul style="list-style-type: none"> - issue of food bags, food vouchers, clothing vouchers, furniture referrals, and long distance bus tickets - recommendations for financial assistance - information regarding other appropriate services provided by the Ottawa Booth Centre, including spiritual care services - services and follow-up support provided to emergency response victims as required 			

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- responsible for ensuring the CFS office is welcoming while insuring that client's dignity is respected

Administration:

- inputs client information in The Salvation Army CMS electronic system
- maintains complete, accurate, up to date documentation in case files
- maintains accurate and up to date statistics;
- assists in tracking and monitoring of actual assistance versus program budget and identifies in advance, potential exceeding of budgets
- prepares all necessary forms and letters relating to CFS emergency assistance
- assists with seasonal programs and services
- provides relief reception duties as necessary

Community Liaison:

- networks with community partners, including other Salvation Army units, who are referral agencies and/or sources of assistance for clients;
- attends community meetings as requested by the Supervisor of Community and Family Services

QUALIFICATIONS

- relevant community college/university education in social services or related disciplines
- minimum two years' experience working with a similar disadvantaged client population in an urban setting, effectively identifying and assessing their individual needs
- experience in working cooperatively with community resource agencies, particularly in negotiating and advocating for client's needs.
- strong written documentation and correspondence skills
- strong computer skills, including a working knowledge of Microsoft Office
- must be able to lift and move up to 20 pounds unassisted
- must be able to tolerate being physically active for long periods of time
- valid 'G' driver's license is an asset with clean driver's abstract
- bilingualism preferred (English and French)
- provide an up-to-date clear police background check for working with vulnerable people

Hours of Work: Monday to Friday 8:00am – 4:30pm

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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