

## Employment Opportunity

### The Salvation Army Ontario Central East Division

<b>Position Title:</b>	Front Line Worker	<b>Competition #:</b>	18/18
<b>Ministry Unit:</b>	Ottawa Booth Centre	<b>Position Type:</b>	Full time position
<b>Salary Range:</b>	\$16.76	<b>Date posted:</b>	April 19, 2018
<b>City:</b>	Ottawa	<b>Posting Expires:</b>	April 25, 2018
<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>			
<b>JOB PURPOSE:</b> 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.			
<b>AREAS OF RESPONSIBILITY</b>			
<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>			
<b>CLIENT SERVICES</b>			
<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 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>			
<b>SAFETY AND SECURITY</b>			
<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 measures 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>			

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world. Each position contributes to the mission of The Salvation Army.

## **Employment Opportunity**

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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: \$16.76 per hour /40 hours per week**

**HOURS: overnights**

*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.*