

## Employment Opportunity

### The Salvation Army Ontario Central East Division

<b>Position Title:</b>	Night Front Desk Supervisor	<b>Competition #:</b>	32/18
<b>Ministry Unit:</b>	Ottawa Booth Centre	<b>Position Type:</b>	(9 month contract) full time position ending March 31, 2019
<b>Salary Range:</b>	\$20.25	<b>Date posted:</b>	June 28, 2018
<b>City:</b>	Ottawa	<b>Posting Expires:</b>	July 4, 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>			
<p><b>RESPONSIBILITIES:</b></p> <ul style="list-style-type: none"> <li>• supervises the general operation of Front Desk services</li> <li>• provides overall supervision of Centre when necessary</li> <li>• assists in the evaluation of Front Desk workers</li> <li>• coordinates and facilitates training</li> <li>• understands and works in compliance with the collective agreement</li> <li>• prepares and distributes staff schedules in a timely manner</li> <li>• regularly reviews and recommends, if necessary, revisions to operational policies and procedures</li> <li>• assists with developing and implementing policies and procedures and other tools for effective communication for client services</li> <li>• ensures referral of log notes to appropriate staff</li> <li>• facilitates daily checking of client MAR sheets and reviews duty roster to ensure updating of resident medication has been completed</li> <li>• assists with preparing statistical and operational reports</li> <li>• enforces discipline for clientele, i.e. TDA/barred</li> <li>• checks storage area and ensures storage rules are followed</li> <li>• handles management on call on a rotation basis with other Front Desk Supervisors and Residential Services Coordinator</li> <li>• performs other duties as assigned including overall supervision of Centre when necessary</li> </ul> <p><b>Community Liaison</b></p> <ul style="list-style-type: none"> <li>• 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 shelters</li> <li>• ensures appropriate liaison with community/outreach workers who need information from or consultation with Front Desk staff; provides Front Desk staff with the appropriate training in order for this to be accomplished</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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### **Safety and Security**

- ensures that all procedures, rules and guidelines for the safety and security of residents and staff are enforcing impartially
- performs rounds outside facility

### **QUALIFICATIONS:**

- relevant community college/university education in social work or related fields or equivalent work experience
- minimum two years effective supervisory experience
- minimum two years experience working with urban disadvantaged population
- 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
- excellent interpersonal skills;
- a valid "G" Drivers License and clean drivers abstract an asset
- bilingualism is an asset (English and French)
- must supply a current Clear Police Reference Check for Vulnerable Sector

Salary: \$20.25/hr. 40hrs per week

### **HOURS OF WORK: Overnights (flexible)**

Week 1- Mon, Tues, Thurs and Friday 10:00pm-8:00am

Week 2- Sat, Sun 10:00pm – 10:00am and Wednesday 10:00pm-8:00am, Thursday 11:00pm – 5:00am

*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.*