

JOB POSTING **(External)**

POSTING NUMBER: 2019-068

POSITION: Front Line, Various Programs
Positions available in our shelter and housing programs.
Unionized environment
\$15.01- \$21.79
Group Benefits and RRSPs available with some positions

POSTING DATE: September 19, 2019

CLOSING DATE: Send your resume and covering letter, quoting posting number **2019-068** to hrrecruitment@sghottawa.com no later than **4:00 p.m.** on **October 3rd, 2019.**

RESPONSIBILITIES

- Provide support to high acuity clients, including provision of basic needs, crisis intervention, engagement and referrals
- Establish a professional relationship with the clients for the purpose of meeting their needs and the needs of the program; ensuring respect, dignity, and individuality of each client and staff member
- Support clients through the maintenance of a clean and sanitary environment in accordance with the needs of the program
- Follow program procedures for distribution of medication and other supplies
- Record activities in the program log in accordance with the policies of the Shepherds of Good Hope
- Act independently and function as part of an overall team
- Work collaboratively with partnering agencies
- Engage in client advocacy
- Additional duties as required.

QUALIFICATIONS

- Post-Secondary education in Social Science or equivalent experience
- Knowledge of addiction, mental health, and poverty issues
- Able to work using a health promotion approach and harm reduction philosophies
- Demonstrated ability in behavioural/intoxication assessment, in using Non-Violent Crisis Intervention principles, and in using strong de-escalation skills
- Demonstrated problem-solving skills, collaboration abilities and good judgement
- Strong written and verbal communication skills; human qualities such as compassion, caring, empathy and patience
- Experience in maintaining accurate records and statistics
- Proficiency in Microsoft Office and related software is required
- Able to support clients who are not steady on their feet.
- Able to lift up to 25kg.

Shepherds of Good Hope is committed to being responsive to the diverse needs of our clients, residents, employees and volunteers, including those with disabilities. Please inform if you require accommodation through the hiring process and we will work with you to meet your needs.