

Employment Opportunity

The Salvation Army Ontario Central East Division

Position Title:	Front Line Worker	Competition #:	42/19
Ministry Unit:	Ottawa Booth Centre	Position Type:	1 temp full time position ending March 31, 2020
Salary Range:	\$16.76 – \$17.25	Date posted:	October 4, 2019
City:	Ottawa	Posting Expires:	October 10, 2019

Applications Accepted By:	
Fax or E-mail: (613) 241-2818 or FLWjobs@saobc.org Attention: Employee Relations Department <p style="text-align: center;">Please no phone calls.</p>	Mail: Employee Relations Department 171 George St. Ottawa, Ontario K1N 5W5

Organization Description

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

Mission Statement

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.

Core Values

The Salvation Army Canada and Bermuda has four core values:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

POSITION PURPOSE SUMMARY:

To provide Front Line service to the Ottawa Booth Centre's clients within the context of the Centre's overall operations, including maintaining the security of the facility and its residents.

RESPONSIBILITIES:

- client services
- safety and security
- support services
- service /shift specific duties

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CLIENT SERVICES

- initiate contact with clients for the purpose of being accessible/available; identify needs; gather information to assess further areas of need; monitor progress of clients in working on goal plans; follow established procedures; refer to appropriate Centre and community resources and advocate on behalf of the client to other Centre staff or outside resources, as requested by coordinator
- complete accurate intake and discharge procedures with clients as needed
- provide emergency assistance, as required and appropriate, e.g. meals and clothing
- accept and receive monies, donations, both cash and goods. Donations of only Men's clothing
- attend staff meetings and case conferences and be prepared to offer information regarding clients and service issues

SAFETY AND SECURITY

- implement appropriate emergency procedures as necessary
- maintain radio contact with other residential services. This includes doing battery changes and radio checks as necessary
- ensure that Centre residency guidelines are enforced impartially
- implement consequence measures to sanction inappropriate behavior of clients, in accordance with established policies, procedures and guidelines
- refer clients to Manager of Residential Services or to Front Desk Supervisor for client interviews regarding serious behavioral issues and consequences as necessary (e.g. clients who are denied access)
- provide emergency backup to 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 note 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 Centre's services and in any revision of the Centre's services/programs
- attend to duties outlined by program and Shift Statement of Duties

Workplace Hazards

- May deal with angry and abusive clients
- May encounter verbal abuse
- May be required to deal with client overdose and other medical situations

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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
- experience administering Narcan and/or Narcan training a strong asset
- bilingual (English and French) an asset
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Successful candidate will be required to provide upon hiring:

- A clear vulnerable sector screening
- Health and Safety training required upon hiring, as well as updated annually

SALARY: \$16.76 - \$17.25 per hour /40 hours per week

HOURS: Tuesday to Saturday 11:30pm – 8:00am

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.

