

# Employment Opportunity

## The Salvation Army Ontario Central East Division

<b>Position Title:</b>	Night Front Line Supervisor	<b>Competition #:</b>	45/19
<b>Ministry Unit:</b>	Ottawa Booth Centre	<b>Position Type:</b>	Full Time
<b>Salary Range:</b>	\$20.25	<b>Date posted:</b>	October 24, 2019
<b>City:</b>	Ottawa	<b>Posting Expires:</b>	November 6, 2019
<b>Applications Accepted By:</b>			
<b>Fax or E-mail:</b> (613) 241-2818 or FLWjobs@saobc.org <b>Attention:</b> Employee Relations Department <p style="text-align: center;"><b>Please no phone calls.</b></p>		<b>Mail:</b> Employee Relations Department 171 George St. Ottawa, Ontario K1N 5W5	
<b>Organization Description</b>			
<p>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.</p> <p><b>Mission Statement</b>            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.</p> <p><b>Core Values</b>            The Salvation Army Canada and Bermuda has four core values:</p> <p><b>Hope:</b> We give hope through the power of the gospel of Jesus Christ.  <b>Service:</b> We reach out to support others without discrimination.  <b>Dignity:</b> We respect and value each other, recognizing everyone's worth.  <b>Stewardship:</b> We responsibly manage the resources entrusted to us.</p> <hr/> <p><b>POSITION PURPOSE SUMMARY:</b>            The purpose of the expectation task list is to identify and clarify what management expects from the incumbent. This task list indicates the general nature and level of work expected of the incumbent and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities. The following expectations and tasks will be part of the annual performance appraisals; merit increases will be based on the level of performance in each of the following areas. Other job related duties may be assigned by the employer.</p> <p>Expectations may change year to year and both parties should use the annual performance appraisal to determine realistic and equitable goals and outcomes for the upcoming performance year</p> <p>Under the guidance of the Manager of Residential Services ensure staff are effectively meeting client needs as outlined in City of Ottawa Shelter Standards as well as Ottawa Booth Centre operating policies, procedures, and core values.</p>			

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### **ACCOUNTABILITIES:**

- supervises the general operation of Front Desk services
- provides overall supervision of Centre when necessary
- assists in the evaluation and discipline of Front Desk workers when necessary
- coordinates and facilitates training
- understands and works in compliance with the collective agreement
- prepares and distributes staff schedules in a timely manner
- regularly reviews and recommends, if necessary, revisions to operational policies and procedures.
- assists with developing and implementing policies and procedures and other tools for effective communication for client services
- ensures referral of log notes to appropriate staff
- facilitates daily checking of client Medication Accountability Record (MAR) sheets and reviews duty roster to ensure updating of resident medication has been completed
- assists with preparing statistical and operational reports
- enforces discipline of clientele, i.e. TDA/barred
- checks storage area and ensures storage rules are followed
- handles management-on-call on a rotation basis with other Front Desk Supervisors and Residential Services Manager
- performs other duties as assigned including overall supervision of Centre when necessary

### **Human Resources:**

- prepares and ensures departmental schedules and timesheets are completed accurately and on time for approval by the Coordinator/Manager/Director
- participates in interviewing and hiring of the team
- helps orient and train all staff, volunteers and student placements in the department
- keeps accurate and up to date supervision notes for review by Coordinator/Manager/Director
- assists in the evaluation and discipline of workers when necessary
- exercises strict confidentiality in all HR issues
- assists managers/coordinators in insuring all mandatory training is completed on time

### **Community Liaison**

- represents The Salvation Army Ottawa Booth Centre by assisting in the developing and maintaining of contacts with community partners, and attending regular meetings with supervisors from other shelters
- 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

### **Safety and Security**

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

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### **Working Conditions:**

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

### **EDUCATION AND EXPERIENCE QUALIFICATIONS:**

#### **Education, Qualifications and Certifications:**

- relevant community college/university education in social work or related fields or equivalent work experience

#### **Experience and Skilled Knowledge Requirements:**

- 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
- experience administering Narcan and/or Narcan training a strong asset

#### **Skills and Capabilities:**

- 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
- bilingualism an asset (English and French)
- clear Police Reference Check for Vulnerable Sector Screening is required

**HOURS:** Saturday 9:30pm – 10:00am, Sunday 10:00pm – 8:30am, Monday 10:00pm – 8:30am and Tuesday 10:00pm – 6:30am

*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.*