

## **JOB POSTING** **(External)**

**POSTING NUMBER: 2019-081**

**POSITION:** **Casual Frontline, Transitional Emergency Shelter Program (TESP) and Triage (TRI)**  
Unionized environment  
\$15.01-\$21.79

**TO APPLY:** Send your resume and covering letter, quoting position number **2019-081** to  
[Hrrecruitment@sghottawa.com](mailto:Hrrecruitment@sghottawa.com)

### **SUMMARY**

Shepherds of Good Hope is looking to add to its dynamic team of employees! Are you passionate about helping others? Are you interested in learning about leading-edge harm reduction programming? Want to gain experience in the social service field? Shepherds of Good Hope is hiring casual staff to work in our Transitional Emergency Support Program and Triage program. These specialized programs support high acuity adults, many of whom have difficulty maintaining shelter elsewhere. This position requires respect for, and experience working with, individuals who face barriers to service due to mental health, substance use, and trauma. Applicants should have demonstrated crisis/conflict management experience, problem-solving abilities, and de-escalation skills.

Joining the team as a casual employee also provides access to frequent internal postings for regular part time and full time positions with a comprehensive group benefits package. There are consistent opportunities to cross-train into other diverse programs and departments that interest you.

Shepherds of Good Hope is one of the largest not-for-profit organizations dedicated to meeting the needs of homeless and vulnerably-housed individuals in the city of Ottawa. Many individuals who access our programs and services live with trauma, mental health challenges and addictions. A leader in supportive housing and harm-reduction, Shepherds of Good Hope provides around-the-clock, comprehensive services to both women and men in multiple locations across the city. By offering innovative programs and services in a non-judgmental environment, we are creating a community for all through acceptance, compassion and care.

### **RESPONSIBILITIES**

- Provide support to high acuity clients, including provision of basic needs, crisis intervention, engagement and referrals.
- Establish professional relationships that respect the 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.
- Effectively utilize communication systems to convey client and program related information.
- Engage in client advocacy.
- Work both independently and as a member of the team
- Work collaboratively with partnering agencies.
- Demonstrate knowledge of and ability to carry out all safety requirements and emergency procedures.
- Additional duties as required.

## QUALIFICATIONS

- Post-Secondary education in Social Science or Human Services or equivalent experience
- Experience working in challenging situations and with high acuity clients
- Knowledge of addiction, mental health, violence against women, and poverty issues
- Ability to work using a health promotion approach and harm reduction philosophies
- Demonstrated ability in behavioural/intoxication assessment, in using NVCI principles, and in using strong de-escalation skills
- Demonstrated problem-solving skills, collaboration abilities and good judgement
- Strong written and verbal communication skills
- Promotion of values such as compassion, empathy, patience and inclusion
- Experience in maintaining accurate records
- Proficiency in Microsoft Office and related software is required
- 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.