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| Position Title: | Front Line Supervisor | Competition #: | 35/20 |
| Ministry Unit: | Ottawa Booth Centre | Position Type: | Full Time |
| Salary Range: | $20.75 | Date posted: | September 30, 2020 |
| City: | Ottawa | Posting Expires: | October 13, 2020 |
| Applications Accepted By: | | | |
| **Fax or E-mail:**  (613) 241-2818 or  [FLWjobs@saobc.org](mailto:FLWjobs@saobc.org)  **Attention:** Employee Relations Department  Please no phone calls. | | 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 SUMMARY**  A Front Line Supervisor works as part of a 5 member supervisor team scheduled over a 24/7, 7 day a week time frame in The Salvation Army’s Ottawa Booth Centre men’s hostel. Under the guidance of the Manager of Residential Services, Front Line supervisors oversee the general operations of the front desk staff, ensuring they 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. This general supervision extends to all staff of the Ottawa Booth Centre outside of regular business hours and when required.  Working in the Shelter and directly with the staff, the Front Line Supervisor pprovides ongoing coaching and feedback to front line staff on job expectations and behaviours aimed at creating a focused, non judgmental, client centric environment. They ensure all rules and regulations are applied fairly and consistently to both staff and clients, intervening and resetting expectations when required. They will act as first point of contact for staff who have concerns or questions and will conduct regular staff check-ins to see how staff are coping, offering referrals when necessary.  This position is ‘hands-on’ and requires the Supervisor to actively participate in dealing with client overdoses, de-escalation of client issues and ensure discipline for clientele is applied fairly and consistently. At the same time they will ensure staff are completing assigned tasks, working cohesively as a team and addressing issues that may come up. They will also liaison and work collaboratively with all City of Ottawa emergency services, City of Ottawa personal, Shield Security, all Ottawa men’s shelters, other community partners and community members.  Front line supervisors will always put the safety of the staff and clients first.  **WORKING CONDITIONS:**   * Will deal with angry and abusive clients * Will encounter verbal abuse * Will be required to deal with client overdose and other medical situations * Will be required to walk distances inside the Ottawa Booth Centre   **education and experience Qualifications**  **Education, Qualifications and Certifications:**   1. Relevant community college/university education in social work or related fields or equivalent work experience   **Experience and Skilled Knowledge Requirements:**   1. Minimum two years effective supervisory experience working with urban disadvantaged population 2. Strong interpersonal and leadership skills 3. Experience administering Narcan a strong asset   **Skills and Capabilities:**   1. Clear Police Reference Check for Vulnerable Sector Screening is required 2. Effective communication skills, particularly in negotiating and advocating for client’s needs 3. Ability to de-escalate situations and meet people where they are at 4. Strong writing skills for documentation and correspondence, as well as strong computer skills including a working knowledge of Microsoft Office. 5. Excellent interpersonal skills; 6. Bilingualism an asset (English and French)   **HOURS:** Wednesday. Thursday, Friday and Saturday 12:30pm – 11:00pm  *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.* | | | |