|  |  |  |  |
| --- | --- | --- | --- |
| Position Title: | Front Line Worker | Competition #: | 02/21 |
| Ministry Unit: | Ottawa Booth Centre | Position Type: |  Multiple on call/casual positions |
| Salary Range: | $16.76 | Date posted: | January 26, 2021 |
| City: | Ottawa | Posting Expires: | February 1, 2021 |
| Applications Accepted By: |
| Fax at 613 241-2818 or Email at: flwjobs@saobc.org**Attention:** Employee Relations Department**Please no phone calls.** |
| 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

**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

**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

**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 per hour   *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.*.* |