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| Position Title: | Outreach Services Supervisor | Competition #: | 29/21 |
| Ministry Unit: | Ottawa Booth Centre | Position Type: |  1 Temporary Full time contract position ending December 31, 2021 |
| Salary Range: | $24.25- Hourly premium available for late night and weekend work | Date posted: | July 9, 2021 |
| City: | Ottawa | Posting Expires: | July 15, 2021 |
| Applications Accepted By: |
| Fax at 613 241-2818 or Email at: sorjobs@ottawaboothcentre.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:** 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 employer may assign other job related duties.Through a coordinated management approach, ensure the seamless operation of Outreach services by: providing supervision to Street Outreach workers, as well as program development and statistical reporting. **Accountabilities:** * Develops and implements policies and procedures and other tools for effective communication for client services
* Ensures all log notes and other appropriate documentation is complete
* Assists with preparing statistical, operational and administrative reports as needed
* Conduct regular staff meetings for Street Outreach Team to review operational effectiveness, to review changes/deficiencies in policies and procedures and to provide in-service training
* Participate in the development of a program/service evaluation process for the purpose of ensuring effective services/ministry in accordance with The Salvation Army Accreditation standards

**Service Coordination:*** Helps orient and train all staff working in Outreach and Housing services
* Helps arrange for on-going training of staff with Booth Centre Human Resources
* Helps lead and participates in the facilitation of service coordination meetings as required (i.e.-Community networking, HBCM, SOS and Housing meetings)
* Monitor progress at known encampment locations using the ARCGIS mapping system
* Participate in the Coordinated Access Model (CAM) as required
* Helps develop and keeps on –going a reporting/log system that will translate to user friendly statistical information for the benefit of other service providers as well as the funding providers
* Helps develop and follow-up system to inform community partners and service providers of client concerns
* Develop and maintain a client tracking system for statistical and reporting purposes
* Develop and maintain a case management system for a select group of Outreach regular clients
* Develops and undertakes evaluation of service delivery: reports on same
* Responds to 24 hour pages (on rotational basis) for troubleshooting and scheduling concerns: arranges for substitution as required

**Human Resources**:* Prepares and ensures departmental schedules and timesheets in ULTIPRO 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
* Exercise strict confidentiality in all HR issues
* Assist managers/coordinators in insuring all mandatory training is completed on time

**Community Liaison:*** Represents The Salvation Army Ottawa Booth Centre by assisting in developing and maintaining contacts with community partners, and attending regular meetings with supervisors from other service providers
* Participates in Public Speaking, information sessions and presentations internal and external as needed
* Ensures appropriate liaison with community/outreach workers

**Financial:*** Monitors expenditures and maintains budget limits for all Street Outreach supplies
* May assists in provides financial information for funders through accounting
* May provide accounting with any necessary information for invoicing, payment approval etc.

**Working Conditions:** * May deal with potentially angry and aggressive clients
* May encounter verbal abuse
* May be required to deal with client overdose and other medical situations

**Education, Qualifications and Certifications:** * Relevant community college/university education in social work or related fields

**Experience and Skilled Knowledge Requirements:*** Minimum of 2 years effective supervisory experience
* Several years’ experience in direct client service with the homeless, ideally in an outreach setting
* Minimum 3 years’ experience working with urban disadvantaged population
* Experience working with an urban hard-to-serve client population with addiction and mental health issues
* Effective experience in working cooperatively with community resource agencies
* Ability to represent The Salvation Army at information sessions, presentations and community committees

**Skills and Capabilities:** * Clear Police Reference Check for Vulnerable Sector Screening is required
* Strong interpersonal and leadership skills
* Effective communication skills, particularly in negotiating and advocating for client’s needs
* Good writing skills for documentation and correspondence
* Strong computer skills including a working knowledge of Microsoft Office and Excel.
* Ability to communicate and liaise effectively with community partners; build networking links
* Ability to collect and sort data; analyze findings for evaluation purposes
* Excellent interpersonal skills
* Bilingualism an asset (English and French)
* Trained in Standard First Aid/CPR, Assist Non Violent Crisis intervention, preferred
* Valid Class G driver’s license
* Experience administering Narcan and/or Narcan training a strong asset

**Hours:** Saturday to Wednesday on a rotation basis – Monday to Wednesday 3:00pm – 11:00pm and Saturday and Sunday hrs will vary.*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.*.* |