|  |  |  |  |
| --- | --- | --- | --- |
| Position Title: | Community & Family Services Worker | Competition #: | 41/21 |
| Ministry Unit: | Ottawa Booth Centre | Position Type: |  1 Full time position |
| Salary Range: | $18.96 | Date posted: | August 30, 2021 |
| City: | Ottawa | Posting Expires: | September 5, 2021 |
| Applications Accepted By: |
| Fax at 613 241-2818 or Email at: jobs@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.**JOB PURPOSE**The Community and Family Services worker’s role is to assist families who are seeking either aid and assistance from, or have been referred to the Ottawa Booth Centre Community and Family Services. This includes ensuring the emergency food bank is well stocked and organized with needed items. **Accountabilities:** **Food Bank*** Receive and sort products as they arrive in the Centre
* Move products from different locations in the Centre as space becomes available in the Food Bank and stock shelves as necessary
* Ensure all food items are fresh and remove any items that may become stale-dated
* Pack upwards of 50 grocery bags daily
* Transfer full grocery bags from Food Bank to CFS office and then to clients
* Responsible for the organization, maintenance and general cleanliness of the food bank

**Client Services**1. Verify client needs and ensure they meet eligibility criteria
2. Obtain appropriate documentation and signed release forms as required under the Privacy-related legislation (latest revision)
3. Identify and asses client needs, considering the whole person/family unit, including practical, emotional and spiritual needs
4. Provide written and verbal referrals to other agencies and workers when appropriate
5. Deliver services in accordance with established protocols; this includes, but is not limited to:
	1. Issue emergency food bags, clothing vouchers, household vouchers and emergency bus tickets transportation
	2. Make recommendations for financial assistance
	3. Provide information regarding other appropriate services provided by the Ottawa Booth Centre, including spiritual care services
	4. Provide services and follow-up support to emergency response victims as required
6. Responsible for ensuring the CFS office is welcoming while ensuring that clients maintain their dignity

**Administration:*** Input client information in The Salvation Army CMS electronic system
* Maintain complete, accurate, up to date documentation in case files
* Maintain accurate and up to date statistics;
* Prepare all necessary forms and letters relating to CFS emergency assistance
* Assist with seasonal programs and services
* Provide relief reception duties as necessary

**Community Liaison:*** Network with community partners, including other Salvation Army units, who are referral agencies and/or sources of assistance for clients;
* Attend community meetings as requested by the Supervisor of Community and Family Services

**Working Conditions:** * May deal with angry and abusive clients
* May encounter verbal abuse

**education and experience Qualifications:** **Education, Qualifications and Certifications:** * Relevant community college/university education in social services or related disciplines

**Experience and Skilled Knowledge Requirements:*** Minimum two years’ experience working with a similar disadvantaged client population in an urban setting, effectively identifying and assessing their individual needs
* Experience in working cooperatively with community resource agencies, particularly in negotiating and advocating for client’s needs

**Skills and Capabilities:** * Strong written documentation and correspondence skills
* Strong computer skills, including a working knowledge of Microsoft Office
* Must be able to lift and move up to 20 pounds unassisted
* Must be able to endure physical activity for long periods
* Valid 'G' driver’s license is an asset
* Bilingualism preferred (English and French)
* Provide a current, clear police background check for the vulnerable sector

Hours of Work: Monday to Friday 8:00am – 4:30pmPlease indicate competition # when applying for this position.*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.*.* |