



Employment Opportunity - Ontario Division

Job Title:	Direct Engagement Worker	Competition #:	48/21
Department:	Outreach & Housing Services	Status/Position Type:	1 Full time Temp position until March 31, 2022
Compensation:	\$23.46	Unionized:	No
Ministry Unit:	Ottawa Booth Centre	Date posted:	November 23, 2021
Address:	171 George Street	Posting Expires:	December 6, 2021

APPLICATIONS ACCEPTED BY:

Email at: sorjobs@saobc.org

Fax at 613 241-2818

Attention: Human Relations Department

Please no phone calls

MISSION, VISION AND VALUES:

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.

Vision Statement

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

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.

TERMS AND CONDITIONS:

POSITION PURPOSE SUMMARY:

To develop trusting working relationships with unsheltered individuals, who do not identify as wanting to work towards housing, with the goal of addressing preliminary barriers to accessing services.

ACCOUNTABILITIES:

- Engage clients "where they are at" – on street or at location whichever is most comfortable for client
- Through a team's case management approach, offer service connections to clients who are not ready or willing to engage with the service sector.
- Strong focus on relationship and trust building with the intent of eventually addressing preliminary barriers to housing (i.e. consent to share information, VI SPDAT assessment, Linking people to income sources, replacing ID, and completing registry applications)
- Use assertive engagement strategies and motivational interviewing techniques to elicit participation in preliminary goal setting where possible.
- Provide ongoing assessment of risk of harm due to conditions, exposure, physical and mental health issues and escalate and review concerns with the larger outreach and housing teams or emergency services as appropriate
- Provide crisis intervention when necessary
- Monitor and follow up on client's progress; advocate on behalf of the client as required and appropriate
- Arrange for case conferences where appropriate or attend reviews requested by community workers
- Maintain accurate records and documentation including incident reports, log notes and case notes
- Maintain ongoing contact with clients
- Work with clients to identify small steps and areas of willingness that may improve their circumstances using a harm reduction framework
- Advocate on behalf of clients to necessary Community resources
- Attend staff meetings and case conferences prepared to offer information regarding clients and services issues
- Prepare statistical and other reports as required
- Adhere to all procedures, rules and guidelines for the safety and security of participants and staff
- Ensure an adequate amount of necessary supplies are maintained (i.e. forms, log book, cell phone, charger, identification, bus tickets and first aid supplies)
- Track all client spending
- Track mileage for each use of program vehicle
- Request purchases and maintain receipts for purchases as per Ottawa Booth Centre policy
- Ensure all financial forms are completed as per Ottawa Booth Centre policy





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WORKING CONDITIONS:

- This position typically works in the community and in unconventional environments where clients are most comfortable engaging (encampments, roadsides, under bridges, parks, forested areas, drop-ins or other community resources)
- 50% of time spent travelling through the City of Ottawa
- 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 AND EXPERIENCE QUALIFICATIONS:

Education, Qualifications and Certifications:

- Completed Community College degree in Social Work or equivalent work experience

Experience and Skilled Knowledge Requirements

- Minimum 2 years' experience in direct client service working with an urban homeless population experiencing addiction and/or mental health issues
- Minimum 2 years' experience in case management
- Proven experience in liaising with community resource agencies to successfully advocate and negotiate clients' needs
- Proven ability to handle highly stressful situations and competing priorities

Skills and Capabilities (examples provided below):

- Ability to stay motivated to work with clientele that will require long periods of trust building.
- Enjoys coming up with creative approaches to achieve desired outcomes
- Ability to stay resilient in the face of slow progression of files
- Embraces challenges even if extended over long periods of time
- Current certification in First Aid/CPR, ASSIST and NVCI preferred
- Valid 'G' driver's license and current clean drivers abstract
- Experience administering Narcan and/or Narcan training a strong asset
- Current clear Police Reference check for Vulnerable Sector
- Bilingualism (English/French) an asset

HOURS: 40hrs/week based on clients' needs

In support of our commitment to a healthy and safe workplace and community, The Salvation Army (TSA) has a vaccination requirement for all employees in Canada. The successful candidate will be made an offer of employment on the condition of being fully vaccinated against COVID-19 and will be required to provide proof of full vaccination, prior to their employment start date. The requirement to be fully vaccinated is subject to provincial/territorial human rights legislation. If the candidate is unable to vaccinate for a reason protected by the Human Rights Code, a request for accommodation can be submitted and written proof satisfactory to TSA will be required.

The Salvation Army offers accommodation for applicants with disabilities in its recruitment process. If you are contacted to participate in an interview or screening process, please advise us if you require accommodation.

We thank all applicants, however, only those candidates to be interviewed will be contacted.

You must advise your managing supervisor of your intentions prior to submitting your application.

