

# Employment Opportunity

## The Salvation Army Ontario Central East Division

<b>Position Title:</b>	Front Line Worker	<b>Competition #:</b>	20/19
<b>Ministry Unit:</b>	Ottawa Booth Centre	<b>Position Type:</b>	2 part time position
<b>Salary Range:</b>	\$16.76 – \$17.25	<b>Date posted:</b>	May 2, 2019
<b>City:</b>	Ottawa	<b>Posting Expires:</b>	May 8, 2019
<b>Applications Accepted By:</b>			
<b>Fax or E-mail:</b> (613) 241-2818 or FLWjobs@ottawaboothcentre.org <b>Attention:</b> Employee Relations Department <p style="text-align: center;"><b>Please no phone calls.</b></p>		<b>Mail:</b> Employee Relations Department 171 George St. Ottawa, Ontario K1N 5W5	
<b>Organization Description</b>			
<p>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.</p> <p><b>Mission Statement</b>          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.</p> <p><b>Core Values</b>          The Salvation Army Canada and Bermuda has four core values:</p> <p><b>Hope:</b> We give hope through the power of the gospel of Jesus Christ.  <b>Service:</b> We reach out to support others without discrimination.  <b>Dignity:</b> We respect and value each other, recognizing everyone’s worth.  <b>Stewardship:</b> We responsibly manage the resources entrusted to us.</p> <hr/> <p><b>POSITION PURPOSE SUMMARY:</b>          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.</p> <p><b>RESPONSIBILITIES:</b></p> <ul style="list-style-type: none"> <li>• client services</li> <li>• safety and security</li> <li>• support services</li> <li>• service /shift specific duties</li> </ul>			

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### **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 measure 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

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### 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 - \$17.25 per hour /16 hours per week

**HOURS:** 1- Friday and Saturday 11:30pm – 8:00am  
2- Saturday and Sunday 3:30pm – 12:00am at Anchorage

*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.*