

Employment Opportunity

The Salvation Army Ontario Division

Position Title:	Direct Engagement Worker	Competition #:	48/21
Ministry Unit:	Ottawa Booth Centre	Position Type:	1 Temporary Full time contract position ending March 31, 2022
Salary Range:	\$23.46	Date posted:	October 6, 2021
City:	Ottawa	Posting Expires:	October 12 2021

Applications Accepted By:

Fax at 613 241-2818 or Email at: sorjobs@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 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

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. Each position contributes to the mission of The Salvation Army.

Employment Opportunity

The Salvation Army Ontario Division

- 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

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

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.

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. Each position contributes to the mission of The Salvation Army.