



Employment Opportunity - Ontario Division

Job Title:	Front Line Worker	Competition #:	24/23
Department:	Residential Services	Status/Position Type:	3 Full time positions and 1 Part time positions available.
Compensation:	\$19.61	Unionized:	Yes
Ministry Unit:	Ottawa Booth Centre	Date posted:	May 29, 2023
Address:	171 George St.	Posting Expires:	June 11, 2023

APPLICATIONS ACCEPTED BY:

Email at: flwjobs@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 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.

RESPONSIBILITIES:

- client services
- safety and security
- support services
- service /shift specific duties

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





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- 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 measures 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 state 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

EDUCATION AND EXPERIENCE QUALIFICATIONS:

Education, Qualifications and Certifications:

- Relevant post-secondary education in social work or related field

Experience and Skilled Knowledge Requirements

- Minimum 1- 3 years' 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
- Knowledge of client community
- Knowledge of community resources
- Experience administering Narcan and/or Narcan training a strong asset



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Skills and Capabilities (examples provided below):

- Effective communication, both oral and written
- Effective interpersonal skills
- Some computer skills in word processing and database
- Bilingual (English and French) an asset
- Must supply a current Clear Police Reference Check for Vulnerable Sector

Salary: non-negotiable starting salary of \$19.61, increase to \$20.14 at successful completion of probationary period

Hours: (3) FT - evening and overnight positions

(1) PT – Sunday and Monday – 7:30am – 4:00pm

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.

