



Giving Hope Today

# EMPLOYMENT OPPORTUNITY

## The Salvation Army

### Ontario Division

<b>Job Title:</b>	Support Services Manager	<b>Competition #:</b>	1
<b>Department:</b>	Emergent Shelter	<b>Position Type:</b>	Permanent, full-time
<b>Salary Range:</b>	\$58,032.00 per annum	<b>Shifts:</b>	
<b>Location:</b>	Centre of Hope 355 Church Street, Windsor ON N9A 7G9	<b>Posting Date:</b>	May 10, 2021
<b>Unionized:</b>	YES / NO	<b>Posting Expiry:</b>	May 17, 2021

#### TERMS AND CONDITIONS

This is a **permanent full-time position**. This position is considered a management position for the purposes of the Employment Standards Act of Ontario and as such is not covered by various ESA rules, including but not limited to those related to hours of work, daily and weekly rest periods and overtime compensation. Salary is based on average minimum weekly hours of **40** per week and hours worked are compensated through the annual salary amount. **Facility operates 24/7 requiring on-call support on a 24/7 basis, returning to work as required. Required to work on a regular basis weekend and evening shifts to support a busy 24/7 facility.** Flexibility is required and as such the hours of work will vary from week to week as per operational requirements.

Normal location of work is at 355 Church Street, Windsor ON N9A 7G9.  
Some travel may be required.

**Interested applicants must respond in writing with a cover letter and resume.**

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

#### MISSION AND VALUES

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.

*Permanent full-time employment with The Salvation Army (25+ hours per week) will provide you with a competitive compensation and benefits package that includes: vacation time, sick days, employer matching RRSP contributions, Medical, Dental and Vision Benefits, Christmas Grants and Employee and Family Assistance Program [EFAP] benefits.*

Watch inspiring stories from some of those who have been helped through The Salvation Army's programs:  
<https://www.youtube.com/watch?v=knKn2oI2y7c&feature=youtu.be>

**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 DESCRIPTION

##### RESPONSIBILITIES

- Hire, orientate, train, evaluate, reward, discipline, and terminate compliance with The Salvation Army and Windsor COH Policies and Procedures.
- Provide ongoing, consistent coaching, performance feedback, and manage the evaluation of staff working in food services and housekeeping.
- Responsible for preparing, posting, and maintaining staff schedules and ensuring staff coverage and replacement for staff absences, approving vacation time, and submitting time sheets.
- Ensure and monitor compliance with health standards in accordance with Provincial, Federal, and Local standards, the Canada Food Guide and Safe Food Handling practices.
- Responsible to maintain a level of competency and understand Sections 25 and 26 of the Occupational Health and Safety Act (OHSA).
- Ensure that the equipment, materials, and protective devices as prescribed (OH&SA) are provided and maintained in good condition.
- Monitor compliance with health and safety legislation, provide advice, make recommendations and improvements, and assist
- Plan and modify menus as necessary, develop recipes that provide nutritious meals of good quality and variety ensuring appropriate use of food donations, where necessary reflect unique dietary needs of clients.
- Responsible for ordering and monitoring of all food items and kitchen supplies for Windsor Centre of Hope; contact suppliers for the best product pricing, if make purchasing.
- Establish guidelines for the appropriate storage, usage, expiration, and security of food supplies and prepare a cost analysis based on menus provided.
- Ensure the cleanliness/sanitization of all work areas and tools in the kitchen and food bank (i.e., fridges, freezers, mixers, grinders, etc.)
- Provide oversight - to the preparation and presentation of meals, ensuring safe handling and storage of all foods, ensuring food bank food safe packing, and handling out.
- Responsible for on-the-job training and development of cooks regarding menu and meal delivery.
- Ensure all staff adhere to proper standards of hygiene and safe handling of foods while performing duties.





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- Maintain maintenance logs, coordinate, and participate in scheduled maintenance procedures, ensure maintenance guidelines; develop and implement schedules and procedures for safety inspections and preventive maintenance programs.
- Coordinate and direct maintenance volunteers and plan, implement and perform preventative maintenance procedures with respect to equipment, minor repairs and care of resident/client rooms, and all ministry unit facilities.
- Develop, review, implement and monitor the service manual for property management; policies and procedures for all property management functions as well as implementation and ongoing supervision of a Property Preventive Maintenance Program.
- Conduct building inspections as required and all building safety and emergency systems are operational (Fire and Emergency Systems).
- Ensure that the environment meets the minimum standards of habitability as set by the organization and health standards.
- Maintain accurate inventory system and stock control, order maintenance supplies according to accounting procedures; plan, coordinate and collect quotes for renovation/ large projects and property maintenance work etc.
- Ensure that maintenance logs are maintained, scheduled maintenance procedures are coordinated; ensure maintenance guidelines comply with warranties and contracts.
- Ensure all food services, maintenance and housekeeping reports, statistical information records/documentation, operational reports etc. are maintained according to the Ministry regulatory, government legislation and Salvation Army accreditation standards.
- Provide input into new policies and procedures pertaining to food services, maintenance, housekeeping, health and safety, and fire safety concerns or complaints ensuring they are addressed in a timely manner.
- Ensure that the Operating Policies and Procedures manual pertaining to food services, maintenance and housekeeping is up to date and revised as necessary.
- Monitor the quality of the work performed in the food services, maintenance and housekeeping and implement quality improvement plans.

#### QUALIFICATIONS

- Completion of formal post-secondary/college Diploma program of 2 academic years preferably in the field of nutrition and foods services; housekeeping and maintenance management.
- Minimum of five (5) years of prior related experience including: experience in food services management, institutional cooking, budget controls, managing people in a unionized workplace, managing resources, and communicating orally and in corresponding with suppliers and community partners.
- Supervisor/management skills and the ability to lead, coach and motivate employees and volunteers.
- Experience working with a diverse population, including mental health and addictions.
- Training and experience in Health and Fire Safety standards and practices.
- Knowledge of community-based resources and experience networking with government and social service agencies.
- Safe Food Handling Certification.
- First Aid/CPR and Non-Violent Crisis Intervention training preferred.
- Member of the Canadian Society of Nutrition Management would be a definite asset.
- Valid Ontario Class "G" Driver's License, personal vehicle required and insurance, current copy of driver's abstract that is satisfactory to The Salvation Army, in its sole discretion, is required.
- Must provide an original copy of a Background Check with vulnerable sector screening

*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.*

*Internal Applicants, please advise Department Heads of your intentions prior to submitting your application.*

#### Applications Accepted via:

**Email :** Hua.Zhang@salvationarmy.ca  
**Attention :** Hua Zhang, Business Director  
**Mailing Address:** 355 Church Street, Windsor ON N9A 7G9  
**Attention:** Hua Zhang, Business Director  
**Please, no phone calls.**

