



Giving Hope Today

EMPLOYMENT OPPORTUNITY

The Salvation Army

Ontario Division

Job Title:	Frontline Supervisor	Competition #:	1
Department:	Emergent Shelter	Position Type:	Temporary, full-time
Salary Range:	\$22.00 per hour	Shifts:	Thursday to Monday, 4:30 p.m. to 12:00 a.m.
Location:	355 Church Street, Windsor ON N9A 7G9	Unionized:	NO
Start Date:	Immediate after hired	Posting Date:	July 27, 2021
End Date:	March 31, 2022	Posting Expiry:	August 10, 2021

TERMS AND CONDITIONS

This is a **temporary, full-time** position based upon 35 hours per week. The work schedule is determined in consultation with your supervisor and may vary according to requirements of responsibility.

Normal hours of operation are Thursday to Monday, 4:30 p.m. to 12:00 a.m. and includes a ½ hour unpaid meal break where applicable.

Normal location of work is at: 355 Church Street, Windsor, ON N9A 7G9.

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.

Watch inspiring stories from some of those who have been helped through The Salvation Army's programs:

[The Salvation Army Support](#)

[Open House: Poverty isn't always easy to see](#)

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

- Provide ongoing coaching and feedback on job expectations and behaviours to residential services staff aimed at creating a focused, nonjudgmental, client centric environment.
- Ensure all rules and regulations are applied fairly and consistently in all situations
- Ensure residential services staff are supportive and encouraging of each other and when this does not happen intervene and reset expectations.
- Complete rounds of the building when required and ensure staff are doing same
- Ensure all staff are completing assigned tasks and follow up with the individual staff when this is not happening.
- Act as first point of contact for residential staff who have any concerns regarding expectations or interpersonal issues
- Assist in client overdoses
- Regularly check in with all staff on how they are coping and offer appropriate referrals when necessary
- Escalates all issues to the Housing Manager attention
- Regularly reviews and recommends, if necessary, revisions to operational policies and procedures.
- Assists with developing and implementing policies and procedures and other tools for effective communication for client services
- Ensures referral of log notes to appropriate staff
- Facilitates daily checking of client MAR sheets and reviews duty roster to ensure updating of resident medication has been completed
- Assists with preparing statistical and operational reports
- Enforces discipline for clientele, i.e. barred, ensuring it is applied fairly and consistently.
- Perform other position related duties.

QUALIFICATIONS

- Relevant Community College/University education in the field of social worker or related fields or equivalent education.
- Non-Violent Crisis Intervention Certification and CPR/First Aid Certification required or willing to obtain.
- Minimum of two (2) years of prior related experience, including experience in a residential setting, experience in supervision, leadership, coaching, and motivating staff and working with marginalized clientele.
- Minimum of two (2) years of prior related experience, including experience in a residential setting, experience in supervision, leadership, coaching, and motivating staff and working with marginalized clientele.
- Represent the organization in a professional and engaging manner, maintain confidentiality.





Giving Hope Today

EMPLOYMENT OPPORTUNITY

The Salvation Army

Ontario Division

- Lead by example, by demonstrating a positive attitude, a strong work ethic and a willingness to learn and be flexible in the face of change.
- Ability to de-escalate situations and meet people where they are at
- Effective communication skills, particularly in negotiating and advocating for client’s needs
- Strong interpersonal skills and ability to lead coach and motivate staff.
- Input in staff supervision and performance appraisal.
- Effectively interact with managers and staff to create a work environment that is positive and mutually supportive.
- Working knowledge of issues pertaining to homeless Individuals and person with metal health illness.
- Experience working with a diverse population and an ability to demonstrate a supportive, respectful, and non-judgmental approach to clients.
- Ability to work as part of a team and independently when necessary, with minimal supervision.
- Strong computer skills including a working knowledge of Microsoft Office.
- Strong oral and written communication skills.
- Self-motivated and disciplined.
- Ability to lift/move 20 lbs.
- Support for and an understanding of mission and purpose of The Salvation Army in Canada.
- Bilingualism an asset (English and French)
- Must provide an original copy of a Background Check with vulnerable sector screening that is satisfactory to The Salvation Army, in its sole discretion, is required. The screening is secured either through the national Canadian Police Information Centre (CPIC) or through a local police detachment
- Valid First Aid and CPR certificate
- 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

*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
Please, no phone calls.

