



Employment Opportunity - Ontario Division

Job Title:	Frontline Supervisor	Competition #:	1
Department:	Emergent Shelter	Status/Position Type:	Temp; Full-time
Compensation:	\$22.00 per hour	Unionized:	Yes
Ministry Unit:	Windsor Centre of Hope	Date posted:	November 5, 2021
Address:	355 Church Street, Windsor ON	Posting Expires:	November 12, 2021
APPLICATIONS ACCEPTED BY:			
Email: Hua.Zhang@salvationarmy.ca Attention: Hua Zhang, Business Director Please, no phone calls.			
MISSION, VISION AND VALUES:			
<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>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.</p> <p>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.</p> <p>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.</p>			
TERMS AND CONDITIONS:			
POSITION PURPOSE SUMMARY:			
<p>Under the guidance of the Housing Manager, supervise the general operations of the after-hour front line staff ensuring they are effectively meeting client needs as outlined in City of Windsor Emergent Shelter Service Agreement as well as Windsor Centre of Hope operating policies, procedures, and core values. This general supervision extends to all staff of the Windsor Centre of Hope outside of regular business hours and when required.</p>			
RESPONSIBILITIES			
<ul style="list-style-type: none"> • 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			
<ul style="list-style-type: none"> • 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. 			





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- 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.
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- Represent the organization in a professional and engaging manner, maintain confidentiality.
- 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 mental 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

WORKING CONDITIONS:

- This is a temporary full-time position. Normal hours of operation are Thursday to Monday, 4:30 p.m. to 12:00 a.m., includes half hour unpaid lunch time.
- 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 35 per week and hours worked are compensated through the annual salary amount.
- Will deal with angry and abusive clients and will encounter verbal abuse.
- Will be required to deal with client overdose and other medical situations.
- Will be required to walk distances inside the Windsor Centre of Hope.

In support of our commitment to a healthy and safe workplace and community, The Salvation Army (TSA) has a vaccination requirement for all employees in Canada. The successful candidate will be made an offer of employment on the condition of being fully vaccinated against COVID-19 and will be required to provide proof of full vaccination, prior to their employment start date. The requirement to be fully vaccinated is subject to provincial/territorial human rights legislation. If the candidate is unable to vaccinate for a reason protected by the Human Rights Code, a request for accommodation can be submitted and written proof satisfactory to TSA will be required.

Successful candidates will be required to provide a satisfactory Criminal Record Check and/or Vulnerable Sector Screening.

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.

