



Employment Opportunity - Ontario Division

Job Title:	Outreach Case Worker	Competition #:	1
Department:	Pathway of Hope	Status/Position Type:	Perm; Full-time
Compensation:	\$24.24 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>The Outreach Case Worker position at the Salvation Army Windsor Centre of Hope is responsible to provide professional, compassionate, and respectful service to the clients of the Outreach Department by responding to their immediate needs. The Case Worker is responsible to utilize a high impact case management approach which focuses on identifying and addressing root causes for individuals and families experiencing poverty. The Outreach Case Worker role primarily is to assist clients needing support to move from crisis to stability. The Case Worker will ensure that clients are served in a manner in keeping with The Salvation Army Mission and Vision; befitting Christian standards, attitudes, principles and goals, with care and concern for the spirit, body and mind of the individual.</p>			
RESPONSIBILITIES			
<ul style="list-style-type: none"> Engage and build rapport with the target population. Perform all aspects of the case management process for clients enrolled in various outreach programs using the Pathway of Hope approach (selection, intake, assessment, goal planning, action, transition, and follow-up) Develop goal plans with client families/individuals and schedule regular meetings to review progress and engage in further planning Maintain case files for each client family/individual, including accurate documentation, detailed case notes, and use of all appropriate forms Ensure confidentiality is maintained in accordance with Operating Policy and applicable legislation Conduct home visits as needed and engage and build rapport with the target population. Monitor appropriate behaviour; intervene in crisis situations, provide emotional support and advocacy as required. Nurture participant self-discipline, self-respect and self-determination. Assist clients in making connections within the community which will support them in accessing community resources. Work closely with other local ministry unit personnel to form an interdisciplinary team to work with families from a holistic perspective. Conduct referrals and coordinate with relevant community supports engaged in the client's care plan; assisting the client to identify and obtain resources and supports Effectively utilize computer management system to record participant documentation while maintaining confidentiality and providing statistical reports. Demonstrate clinical and counselling skills to provide assessment, engagement and support services to children, youth, families. Integrate the principles of equity, justice, non-discrimination and accessibility into practice, service delivery and 			





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team relationships.

- Work with a vulnerable population which includes working with clients who are dealing with mental health, addiction, and poverty issues.
- Knowledge of evidence informed practice and cultural competencies in service delivery.
- Maintain the appropriate safeguards for the Privacy and Confidentiality of Agency and client information.
- Perform other position related duties as required.

QUALIFICATIONS

- Requires completion of a bachelor's degree in human service field
- Preference will be given to candidates who possess a Certificate in Adult Education from an accredited post-secondary institution
- Minimum of 2 years prior related experience, this may include experience with casework services, documenting and maintaining case files, working collaboratively with other service providers, community outreach, and working with people of diverse backgrounds.
- Experience researching, developing, and facilitating life skills training for adults
- Firm understanding of the social service system, including housing, income support programs, physical/mental/social health, addiction, counselling, employment, etc.
- Excellent oral, written and electronic communication skills.
- Good interpersonal skills, self-motivated and disciplined.
- Attention to detail, problem solving and analytical skills.
- Client centered – Willingness to listen and learn from each client with compassion and dignity
- Organizational commitment – Understanding and ability to uphold the ethical and social norms of the organization
- Hold a valid Ontario full Class G Driver's License and insurance. A current drivers abstract will be required for a liability and risk management perspective
- Provide an original copy of a Criminal 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
- Non-Violent Crisis Intervention training
- Current medical clearance form

WORKING CONDITIONS:

- This is a permanent unionized Full-time position, average weekly hours of **35** per week.
- Normal hours of operation are **Monday to Friday, 7.5 hours per day, includes half hour unpaid lunch time.**
- Normal location of work is at 355 Church Street, Windsor Ontario N9A 7G9.
- Travel requirements for this position (25% travel)

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.

