



## Employment Opportunity - Ontario Division

<b>Job Title:</b>	Front Line Supervisor	<b>Competition #:</b>	32/22
<b>Department:</b>	Residential Services	<b>Status/Position Type:</b>	2 Full time positions
<b>Compensation:</b>	\$23.00 Hourly premium for nights and weekends	<b>Unionized:</b>	No
<b>Ministry Unit:</b>	Ottawa Booth Centre	<b>Date posted:</b>	August 12, 2022
<b>Address:</b>	171 George St.	<b>Posting Expires:</b>	August 25, 2022

### APPLICATIONS ACCEPTED BY:

Email at: [flwjobs@saobc.org](mailto: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 SUMMARY:

A Front Line Supervisor works as part of a 5-member supervisor team scheduled over a 24/7, 7 day a week time frame in The Salvation Army's Ottawa Booth Centre men's hostel. Under the guidance of the Manager of Residential Services, Front Line supervisors oversee the general operations of the front desk staff, ensuring they are effectively meeting client needs as outlined in City of Ottawa Shelter Standards as well as Ottawa Booth Centre operating policies, procedures, and core values. This general supervision extends to all staff of the Ottawa Booth Centre outside of regular business hours and when required.

Working in the Shelter and directly with the staff, the Front Line Supervisor provides ongoing coaching and feedback to front line staff on job expectations and behaviours aimed at creating a focused, non judgmental, client centric environment. They ensure all rules and regulations are applied fairly and consistently to both staff and clients, intervening and resetting expectations when required. They will act as first point of contact for staff who have concerns or questions and will conduct regular staff check-ins to see how staff are coping, offering referrals when necessary.

This position is 'hands-on' and requires the Supervisor to actively participate in dealing with client overdoses, de-escalation of client issues and ensure discipline for clientele is applied fairly and consistently. At the same time, they will ensure staff are completing assigned tasks, working cohesively as a team and addressing issues that may come up. They will also liaison and work collaboratively with all City of Ottawa emergency services, City of Ottawa personal, Shield

Security, all Ottawa men's shelters, other community partners and community members.

Front line supervisors will always put the safety of the staff and clients first.

#### Human Resources:

- Understands and works in compliance with the collective agreement
- Coordinates and facilitates new hire onboarding as well as on going mandatory and non-mandatory training
- Follow up with all residential staff to ensure all HR related documents are up to date and signed
- Prepares and ensures departmental schedules and timesheets are completed accurately and on time in the Ultipro payroll system for approval by the Manager
- Conduct call outs to fill vacant shifts as per the Collective Agreement
- Participates in interviewing and hiring of residential services staff
- May assist the Manager of Residential Services in the evaluation and discipline of residential services workers

Keeps accurate and up to date supervision notes for review





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### Community Liaison

- Represents The Salvation Army Ottawa Booth Centre by assisting in the developing and maintaining contacts with community partners, and attending regular meetings with supervisors from other shelters;
- Ensures appropriate liaison with community/outreach workers who need information from or consultation with Front Desk staff; provides Front Desk staff with the appropriate training in order for this to be accomplished

### Safety and Security

- Ensures that all procedures, rules and guidelines for the safety and security of residents and staff are enforced impartially
- Performs rounds outside facility

### FINANCIAL AND MATERIALS MANAGEMENT:

- Ensure proper use of, and tracking of various gift cards as bus tickets as directed by the Manager of Residential Services and Ottawa Booth Centre policy

### WORKING CONDITIONS:

- Will deal with angry and abusive clients
- Will encounter verbal abuse
- Will be required to deal with client overdose and other medical situations
- Will be required to walk distances inside the Ottawa Booth Centre

### EDUCATION AND EXPERIENCE QUALIFICATIONS:

#### Education, Qualifications and Certifications:

- Relevant community college/university education in social work or related fields or equivalent work experience

#### Experience and Skilled Knowledge Requirements

- Minimum two years effective supervisory experience,
- Minimum two years' experience working with urban disadvantaged population
- Strong interpersonal and leadership skills
- Effective experience in working cooperatively with community resource agencies;
- Experience administering Narcan and/or Narcan training a strong asset

#### Skills and Capabilities (examples provided below):

- Clear Police Reference Check for Vulnerable Sector Screening is required
- Effective communication skills, particularly in negotiating and advocating for client's needs
- Ability to deescalate situations and meet people where they are at
- Good writing skills for documentation and correspondence;
- Strong computer skills including a working knowledge of Microsoft Office.
- Excellent interpersonal skills;
- Bilingualism an asset (English and French)

**Hours of Work:** 1) Saturday to Tuesday - 12:30pm – 11:00pm

2) Saturday to Tuesday – 10:30pm – 9:00am

*In support of our commitment to a healthy and safe workplace and community, The Salvation Army (TSA) has a vaccination requirement for **all new employees within the Province of Ontario, Social Services sector**. 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 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.*

**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.*

