



Employment Opportunity - Ontario Division

Job Title:	Street Outreach Supervisor	Competition #:	9/23
Department:	Outreach & Housing Services	Status/Position Type:	Temporary Full time contract position ending March 31, 2024
Compensation:	\$27.00 Hourly premium available for late night and weekend work	Unionized:	No
Ministry Unit:	Ottawa Booth Centre	Date posted:	March 2, 2023
Address:	171 George St.	Posting Expires:	March 15, 2023

APPLICATIONS ACCEPTED BY:

Email at: sorjobs@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 PURPOSE SUMMARY:

The purpose of the expectation task list is to identify and clarify what management expects from the incumbent. This task list indicates the general nature and level of work expected of the incumbent and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities. The employer may assign other job related duties.

Through a coordinated management approach, ensure the seamless operation of Outreach services by: providing supervision to Street Outreach workers, as well as program development and statistical reporting.

ACCOUNTABILITIES:

- Develops and implements policies and procedures and other tools for effective communication for client services
- Ensures all log notes and other appropriate documentation is complete
- Assists with preparing statistical, operational and administrative reports as needed
- Conduct regular staff meetings for Street Outreach Team to review operational effectiveness, to review changes/deficiencies in policies and procedures and to provide in-service training





Employment Opportunity - Ontario Division

- Participate in the development of a program/service evaluation process for the purpose of ensuring effective services/ministry in accordance with The Salvation Army Accreditation standards

Service Coordination:

- Helps orient and train all staff working in Outreach and Housing services
- Helps arrange for on-going training of staff with Booth Centre Human Resources
- Helps lead and participates in the facilitation of service coordination meetings as required (i.e.-Community networking, HBCM, SOS and Housing meetings)
- Monitor progress at known encampment locations using the ARCGIS mapping system
- Participate in the Coordinated Access Model (CAM) as required
- Helps develop and keeps on –going a reporting/log system that will translate to user friendly statistical information for the benefit of other service providers as well as the funding providers
- Helps develop and follow-up system to inform community partners and service providers of client concerns
- Develop and maintain a client tracking system for statistical and reporting purposes
- Develop and maintain a case management system for a select group of Outreach regular clients
- Develops and undertakes evaluation of service delivery: reports on same
- Responds to 24 hour pages (on rotational basis) for troubleshooting and scheduling concerns: arranges for substitution as required

Human Resources:

- Prepares and ensures departmental schedules and timesheets in ULTIPTRO are completed accurately and on time for approval by the Coordinator/Manager/Director
- Participates in interviewing and hiring of the team
- Helps orient and train all staff, volunteers and student placements in the department
- Keeps accurate and up to date supervision notes for review by Coordinator/Manager/Director
- Assists in the evaluation and discipline of workers when necessary
- Exercise strict confidentiality in all HR issues
- Assist managers/coordinators in insuring all mandatory training is completed on time

Community Liaison:

- Represents The Salvation Army Ottawa Booth Centre by assisting in developing and maintaining contacts with community partners, and attending regular meetings with supervisors from other service providers
- Participates in Public Speaking, information sessions and presentations internal and external as needed
- Ensures appropriate liaison with community/outreach workers

Financial:

- Monitors expenditures and maintains budget limits for all Street Outreach supplies
- May assists in provides financial information for funders through accounting
- May provide accounting with any necessary information for invoicing, payment approval etc.

Working Conditions:

- May deal with potentially angry and aggressive clients
- May encounter verbal abuse
- May be required to deal with client overdose and other medical situations





Employment Opportunity - Ontario Division

Education, Qualifications and Certifications:

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

Experience and Skilled Knowledge Requirements:

- Minimum of 2 years effective supervisory experience
- Several years' experience in direct client service with the homeless, ideally in an outreach setting
- Minimum 3 years' experience working with urban disadvantaged population
- Experience working with an urban hard-to-serve client population with addiction and mental health issues
- Effective experience in working cooperatively with community resource agencies
- Ability to represent The Salvation Army at information sessions, presentations and community committees

Skills and Capabilities:

- Clear Police Reference Check for Vulnerable Sector Screening is required
- Strong interpersonal and leadership skills
- Effective communication skills, particularly in negotiating and advocating for client's needs
- Good writing skills for documentation and correspondence
- Strong computer skills including a working knowledge of Microsoft Office and Excel.
- Ability to communicate and liaise effectively with community partners; build networking links
- Ability to collect and sort data; analyze findings for evaluation purposes
- Excellent interpersonal skills
- Bilingualism an asset (English and French)
- Trained in Standard First Aid/CPR, Assist Non Violent Crisis intervention, preferred
- Valid Class G driver's license
- Experience administering Narcan and/or Narcan training a strong asset

Hours: Saturday to Wednesday 3:00pm – 11:00pm (on call when needed)

*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.

