



Giving Hope Today

## EMPLOYMENT OPPORTUNITY

### The Salvation Army Ontario Great Lakes Division

<b>Job Title:</b>	Program Caseworker	<b>Competition #:</b>	N/A
<b>Department:</b>	Booth Centre - Emergency Shelter	<b>Position Type:</b>	Perm. Full-time
<b>Salary Range:</b>	\$16.50	<b>Date posted:</b>	March 12, 2018
<b>Location:</b>	Thunder Bay CARS	<b>Posting Expires:</b>	March 29, 2018
<b>APPLICATIONS ACCEPTED BY:</b>			
<b>E-mail:</b> <a href="mailto:ong_tbayadmin@can.salvationarmy.org">ong_tbayadmin@can.salvationarmy.org</a> Or <b>Fax:</b> (807) 345-0409  <b>Please no phone calls.</b>		<b>Mail:</b> The Salvation Army Thunder Bay CARS 545 N. Cumberland St Thunder Bay, ON P7A 4S2	
<b>JOB DESCRIPTION</b>			
<b>RESPONSIBILITIES:</b> <ul style="list-style-type: none"> <li>• Provide assistance to the Program Services Director in the absence of the Program Caseworker for Corrections Services Canada/Homes for Special Care and Habitat programs.</li> <li>• Handle all incoming residential transfers from partner agencies.</li> <li>• Monitor the environment and clients/residents to ensure safety and security; completes regular client/resident status checks, smoke detector checks and room searches/checks as required: ensures that all required documentation of searches/checks is completed as required.</li> <li>• Develop and implement case management of assigned clients/residents; assists clients/residents in establishing goals, monitoring progress, and prepares discharge plan.</li> <li>• Assist clients/residents by providing support, networking and other direct services.</li> <li>• Provide required scheduled check-ins of residents on passes in community; accompanies residents in the community when necessary and monitors behavior and as necessary may include disciplinary measures.</li> <li>• Establishes, compiles and maintains proper records and files as required for each program, writes progress and in-depth reports on the outcomes of the programs and the progress of each client/resident.</li> <li>• Maintain and update all appropriate documentation (including in-out and incident log books) related to clients/residents and initiates any new documentation; complete all reports required</li> <li>• Assist the Program Services Director in developing and coordinating the delivery of designated programs as required, including but not limited to Life skills, Independent Living Skills, Drug &amp; Alcohol Recovery Support, Week-At-A-Glance, Volunteer Recognition, Social and Recreational.</li> <li>• Monitor appropriate behaviour; intervene in crisis situations, provide emotional support and advocacy</li> <li>• Engage in the development of inter-personal relationships that promote dignity and respect.</li> <li>• Liaise with Police, funders, court personnel, community agencies (including but not limited to; District Social Services Administration Board, Ontario Works and Ontario Disability Support Program), families, other staff members and encourages community/student involvement in programs.</li> <li>• Provide orientation to newly hired staff, volunteers, and students.</li> <li>• Provide back-up support to front line position (front desk) and their functions as required.</li> <li>• Work with the local Community College to provide opportunities for student placements and to provide coaching while on location.</li> <li>• Respond to day to day "urgent" needs of clients.</li> <li>• Attend and facilitate case conferences with the case management team.</li> <li>• Maintain statistical information relevant to the evaluation of service provisions and provide direct supervisor with other relevant data as required by the funder and The Salvation Army.</li> <li>• Prepare monthly outcome statistical and measures reports in an accurate and timely manner.</li> <li>• Review all resident intakes, discharges and restrictions.</li> <li>• Conduct tours of building for groups or individuals as requested by the Director or Executive Director.</li> <li>• Perform other position related duties as assigned.</li> </ul>			
<b>QUALIFICATIONS:</b> <ul style="list-style-type: none"> <li>• The successful candidate will have completed more than two (2) years of Community College preferable in the field of social services or human services. Completion of a diploma or degree in related social services field would be preferred.</li> <li>• Must have a minimum of one (1) year experience in related field, including frontline casework experience in a social service environment, functional supervision and working with marginalized clientele.</li> <li>• Knowledge of issues facing persons experiencing housing crisis, various social issues pertaining to homelessness and its impact on the families served.</li> <li>• Knowledge and sound understanding of the Mental Health and Addictions support systems available to individuals in the region.</li> <li>• Solid background of how to work with people from diverse backgrounds and enjoy assisting others to solve problems.</li> <li>• Ability to work independently and in a team.</li> </ul>			

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.



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#### **Qualifications continued...**

- Ability to maintain confidentiality and willingness to sign confidentiality statement.
- Strong-oral and written communication skills
- Self-motivated and disciplined
- Good interpersonal skills and attentive listening skills.
- Strong networking ability to develop healthy partnerships with new and existing groups and organizations within the region.
- Certified in First Aid/CPR and Non-Violent Crisis Intervention
- Valid Ontario 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.
- 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.
- Screening through The Salvation Army Abuse Registry is required.
- Support for and an understanding of the mission and purpose of The Salvation Army in Canada.
- NOTE: Alternative combinations of education and experience may be considered

#### **Conditions of Employment:**

- The incumbents work environment is typically in an office or work site within residential and community settings
- The incumbent will work under the following disagreeable conditions:
  - Exposure to dirt, bodily fluids, bodily waste; Exposure to drugs and alcohol; Noise
  - Dealing with angry and abusive people; Verbal abuse; Odors
- The incumbent may be exposed to the risk of moderate injury or illness due to:
  - Physical attacks by others (i.e. being attacked by a client/resident)
  - Exposure to infectious disease; Exposure to toxic chemicals; Sharp Objects (i.e. needle sticks)
  - Other dangerous situations
- The incumbent must take the following precautionary measures: universal precautions, immunization for Hepatitis B, vaccination against Tuberculosis and provide documentation of the same.

#### **CONDITIONS OF EMPLOYMENT:**

- The Community and Residential Services Centre operates 24/7 and this is an essential services position
- The incumbent must take the following precautionary measures: universal precautions, immunization for Hepatitis B, vaccination against Tuberculosis and provide documentation of the same.
- This is a full-time position based on 40 hours per week
- Some weekend and evening work may be required and compensation for hours worked in excess of regular hours would usually be provided in the form of lieu time.

The normal hours of work are: 8:00 a.m. to 4:30 p.m. - Tuesday through Saturday  
includes a ½ hr unpaid meal break

The normal Location of Work: 545 N. Cumberland Street, Thunder Bay, ON P7A 4S2

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.**

***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.***