



Giving Hope Today

EMPLOYMENT OPPORTUNITY

The Salvation Army Ontario Great Lakes Division

Job Title:	Front Desk Attendant	Competition #:	
Department:	Residential Services	Position Type:	Permanent, part time
Salary Range:	\$14.81 per hour	Date posted:	September 11, 2018
Location:	Thunder Bay CARS- 545 N. Cumberland Street	Posting Expires:	September 24, 2018

Applications Accepted By	
Fax: (807) 345-0409 of E-mail: ong_tbayadmin@can.salvationarmy.org Attention: Paige Martin, Employee Relations Advisor Please no phone calls.	Mail: The Salvation Army Thunder Bay Community & Residential Services Attention: Paige Martin, Employee Relations Advisor 545 N. Cumberland Street, Thunder Bay, ON P7A 4S2

Job Description

RESPONSIBILITIES:
 Monitor the activities of the clients and maintain availability for personal, practical and moral support.
 Record day-to-day activities in an accurate and timely manner using appropriate reporting methods; maintain logbooks and completes incident reports.
 Follow medication procedures when ordering, counting bubble packs, receiving/storing prescriptions; make medication available to clients at specific times.
 All medications missed or left behind must be cataloged and recorded; these medications are prepared/ready for pick up by Janzen's Pharmacy on a regular basis.
 Ensure that proper procedures are followed in terms of Emergency Disaster Services, including notifying Emergency Disaster Services on-call.
 Ensure all required paperwork, and HIFIS data is completed for each client when they arrive and forward it appropriately.
 Ensure that all new clients in the shelter are set up with an appointment to see the Program Caseworker on the next business day.
 Encourage clients to complete their duties i.e. making of bed, picking up of personal belongings, showering, etc.
 Maintain safety of the clients and the facility.
 Complete the required security checks for both interior and exterior of the facility.
 Complete required bed checks for Corrections Services Canada (CSC).
 Answer the telephone and transfer calls in a professional manner and relay all messages.
 Ensure that all client registry information is current and accurate.
 Screen all clients to ensure that those who are under the influence are not permitted entrance into the facility and then immediately offer other arrangements to them for shelter and safety.
 Follow all associated policies related to the handling of client mail and laundry.
 Ensure the lockup is maintained orderly and clean on a daily basis. Enforce the hours of operation for the lockup.
 Report to the Program Caseworker when clients have left personal items in lock up area beyond 30 days after departure.
 Perform other position related duties as required.

QUALIFICATIONS:
 Completed High School, plus specialized courses of up to six (6) months, i.e. addictions courses.
 Degree or diploma in the social services field or administration is an asset.
 Minimum of three (3) months of prior related experience, including experience with front line work in a social services setting.
 Strong oral and written communication skills
 Have current First Aid/CPR Certification.
 Be able to lift/move more than 20 pounds as required.
 Must adhere to safety procedures and regulations.
 Pleasant and courteous disposition with the ability to work well with other people.
 Ability to work unsupervised, independently and in a team environment.
 Ability to clearly and accurately communicate factual information/data when needed
 Ability to work under stressful circumstances.
 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.
 Clearance through the Enhanced Reliability Screening through Corrections Canada and Vulnerable Persons Check is required.
 Immunization for Hepatitis B and Vaccination against Tuberculosis are required
 May require screening through The Salvation Army Abuse Registry.
 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

This is a permanent part time position based on 16 hours per week. The normal hours of work are Saturday and Sunday 3:30 p.m. to 11:30 p.m. and include a ½-hour paid meal break.

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.

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.