

Employment Opportunity

The Salvation Army Ontario Central East Division

Position Title:	Front Line Supervisor	Competition #:	
Ministry Unit:	THHS – Islington Shelter	Position Type:	Full Time
Salary Range:	\$38,480.00 - \$57,699.20	Date posted:	June 6, 2019
City:	Etobicoke	Posting Expires:	June 21, 2019
Applications Accepted By:			
E-mail: darryl_kinnear@can.salvationarmy.org			
Attention: Darryl Kinnear Please no phone calls.			
Position Description			
<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>Core Values The Salvation Army Canada and Bermuda has four core values:</p> <p>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> <hr/> <p>POSITION PURPOSE SUMMARY To work with the Assistant Director in supporting the shelter in achieving its vision of Housing, Outcomes, Mission and Excellence (HOME) by providing outstanding, client centered service in ways that are aligned with The Salvations Army’s core values and Housing First.</p> <p>RESPONSIBILITIES The position is an entry-level management position which assists the Assistant Director in managing front-line day-to-day operations of the shelter.</p> <p>Supervise and provide day-to-day direction to the Front Line Workers in accordance with established policies and procedures including Employment Standards and payroll procedures.</p> <ul style="list-style-type: none"> • Schedule, conduct and document supervision. • Conduct Performance Reviews and Evaluations. • Attend and actively participate in Case Management and Chair Team meetings. • Provide back-up support to shelter and management positions and their functions as required. 			

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- Complete shift schedules in accordance with current policies and legislation.
- Support Front Line Workers in providing clients with appropriate support, including system navigation, referrals and basic need provision.

Assist with the day-to-day operation of the Shelter.

- Ensure residents receive proper Customer Service while relating to the shelter staff.
- Read daily the log books and make necessary follow-up.
- Assist with monitoring the Service Restrictions imposed on residents.
- Chair monthly Resident's Meetings as required.

To assist the Assistant Director with the administration of the shelter.

- Gather and submit for entry SAMIS applicable to Front Line Workers on a monthly basis.
- Compile and submit the monthly reports, service restrictions.
- To give direction and ensure SMIS entries are completed properly.
- Assist in ensuring the shelter is in compliance and meeting the standards for the Quality Assurance and Accreditation.
- Attend Committee and Agency meetings as directed by the Director.
- Participate in the Policy Review Committee.
- Conduct tours of building for groups or individuals as requested.
- On call duties for residential issues as scheduled.

To assist with the Finances of the Shelter

- Prepare and submit through UltiPro staff hours of work bi-weekly for payroll.

To assist with Employee Relations of the Shelter

- Ensure up to date Front Line Worker staff contact information is updated in UltiPro.
- Monitor and maintain the Front Line Worker relief pool.
- Assist with the orientation of new staff.
- Assist with the interview process when requested.
- Monitor and notify the Assistant Director of staff training needs (ie. Renewals, etc.) in accordance to Hostel policy.
- Keep UltiPro of all sick days, vacations days, lieu and stat days taken by each staff.
- Assist with staff training in accordance with Shelter policy as requested.

The above responsibilities are to be discharged in accordance with The Salvation Army's Mission Statement, in a professional manner, exemplifying Christian standards of conduct.

ESSENTIAL SKILLS AND QUALIFICATIONS

- Social Services Worker Diploma and minimum of 5 years' experience in homeless sector, including experience in a residential setting

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- Supervisory Experience preferred
- Thorough knowledge of Toronto Shelter Standards
- Good interpersonal skills
- Fluent in written and spoken English
- Second language an asset
- Certification in First Aid/CPR, and Non-Violent Crisis Intervention
- Computer Skills
- Ability to work within the mandate of the Mission of The Salvation Army in a professional manner exemplifying Christian standards of conduct.
- Criminal Record Check clearance

HOURS: 40 hours per week with on call; evenings and weekends as scheduled

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.

We thank all applicants, however, only those candidates to be interviewed will be contacted.

Internal Applicants, please advise your managing supervisor of your intentions prior to submitting your application.