

Employment Opportunity

The Salvation Army Ontario Division

Position Title:	Residential Worker Full-time Evening position	Competition #:	
Ministry Unit:	THHS – Islington Shelter	Position Type:	Full time
Salary Range:	\$21.70/ hour	Date posted:	June 25, 2021
City:	Etobicoke	Posting Expires:	July 9, 2021
Applications Accepted By:			
E-mail: Krystina.Damyanovich@salvationarmy.ca Attention: Please no phone calls.		Full-time Evening shift	
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>			
Position Purpose summary			
To work with the Residential Worker Supervisor in supporting the shelter in achieving its vision of Housing, Outcomes, Mission and Excellence (HOME) by providing outstanding, client-centered services that are aligned with The Salvations Army’s core values and Housing First principles.			
Responsibilities and Activities			
Residential Workers are responsible for the day-to-day administration of client services. Workers are essential to provide wraparound client-centered care to clients during their stay. Staff are responsible for completing a comprehensive intake process including the Triage, monitoring clients in the shelter, proving appropriate supports and referrals, support shelter programming, keep up-to-date documentation and perform some administrative duties as well as seeing that all specific shift responsibilities are carried out.			

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SERVICE RESPONSIBILITIES

- Admit and discharge clients as required
- Facilitate intake and Triage processes for clients by completing an intake interview in a private space, collecting required information to determine level of service need.
- Provide appropriate information and resources, orient residents to hostel regulations and schedules as well as all available services during the intake process.
- Provide proactive and client-centered supports to seniors experiencing homelessness.
- Create a professional and welcoming environment to clients and staff.
- Provide supports to clients with a focus on housing, using a strength-based approach.
- Ensure resident admission and discharge information is recorded in appropriate places.
- Assist with supervision of clients.
- Provide practical and emotional support, assistance and encouragement to clients.
- Perform all necessary clerical duties for documentation, including SMIS, Triage, documentation, Reports, and all other required forms
- Make necessary internal referrals to Case Management department or pastoral care
- Make necessary/appropriate external referrals to community resources to assist clients in meeting their basic needs and assist in moving towards housing and housing stability.
- Support clients in securing identification and completing taxes and gaining income as identified on the Intake Triage.
- Monitor the length of stay of clients and notify Case Management team of significant stays and/or changes in client behaviors that may require greater support.
- Support Level 1 clients in navigating basic social service supports.
- Sort and process resident mail on a daily basis, stamp and distribute all mail; redirect all mail for residents who are no longer at shelter.
- Organize linens collection and distribution each Thursday.
- Report all building problems to the Assistant Director or designate.
- Ensure all donations are received and processed according to policy.
- Ensure that all telephone calls are dealt with professionally and appropriately.
- Be an excellent representative of the Salvation Army standards of professionalism, decorum and compassion.
- Conduct Fire-watch and participate in Health and Safety Meetings.
- Inform Management of any Health and Safety Concerns in a timely manner.
- Ensure effective communications with Management and colleagues through email, SMIS, inter-personal and telephone etc.
- Engage with staff meetings in a productive manner, with a willingness to problem-solve, work collaboratively and learn.
- To be an advocate on behalf of the clients to assist them in accessing resources, getting housed, seeking professional help etc.
- Support clients in following agency rules and expectations consistently
 - Address concerns that arise due to infractions of rules by clients in ways that are consistent with Toronto Hostel Standards, The Salvation Army policies and procedures with compassion, and in a non-judgmental and client-centered manner.
 - Ensure that clients are familiar with the building, the brochure, policies and safety practices.
- Arrange for wake-up calls for residents who request them.
- Update Fire sheet regularly.
- Update inventory and Documentation regularly.
- Night shifts are responsible for bed checks, and disposing of 7-day hold items.
- Be awake during entire shift as aligned with Toronto Shelter Standards.

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- Store and properly document belongings of clients who have booked out.
- Make regular rounds throughout building; including walking through the dormitory and bathrooms on all shifts as outlined in shift duties.
- Maintain a clean a welcoming atmosphere.
- Assist in serving meals as required.
- To perform all other related duties as required by Management

QUALIFICATIONS:

- Minimum of a 2-year college diploma in social sciences field, preferably as a social worker or social service worker.
- Minimum one-year experience working in residential settings and/or completed practicum experience working with Toronto Housing and Homeless Supports shelter.
- Knowledge, experience understanding and compassion for working with people experiencing homelessness, addictions, mental health and trauma.
- Experience working with seniors is a valuable asset.
- Highly proficient with the computer, Microsoft Office, SMIS and clerical skills.
- Fluent in written and spoken English. A second language is an asset.
- Ability to function as a team member.
- Certification in CPR/First Aid and Crisis Intervention, Applied Suicide Intervention training an asset.
- Possess excellent problem-solving skills.
- Valid Driver's License and favorable Driver's Abstract an asset.
- Clear police reference and vulnerable sector check
- Ability to work within the mandate of and embrace the mission of The Salvation Army, exemplifying Christian standards of conduct

HOURS: Full Time: 40 hours per week; Part Time: Weekends 16 hours; Relief: as needed

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.

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