

Employment Opportunity

The Salvation Army Ontario Division

Position Title:	Residential Worker Supervisor	Competition #:	
Ministry Unit:	THHS – Islington Seniors’ Shelter	Position Type:	Full Time
Salary Range:	\$45 000 to \$52 000	Date posted:	June 29, 2021
City:	Toronto	Posting Expires:	July 13, 2021
Applications Accepted By:			
E-mail: Krystina.Damyanovich@salvationarmy.ca			
Attention: 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>			
POSITION PURPOSE SUMMARY:			
RESPONSIBILITIES AND ACTIVITIES			
<ol style="list-style-type: none"> 1. Supervise and provide day-to-day direction to the Residential Staff in accordance with established policies and procedures including The Collective Agreement, Employment Standards, scheduling and payroll procedures. <ul style="list-style-type: none"> • Schedule, conduct and document supervisory meetings. • Conduct Performance Reviews and Evaluations. • Chair Team meetings. • Provide back-up support to these positions and their functions as required. • Schedule shifts and make arrangements for schedule changes. • Oversee documentation, proactive approach to care, and client-centered supports. 2. Oversee the day-to-day operation of the Hostel. <ul style="list-style-type: none"> • Ensure clients receive proper client care while relating to the Program Staff. • Ensure the Triage process is completed for new admissions to the hostel. • Provide direct consultation, referral, and supportive case management to clients. • Review all Incident Reports, making any follow-up and put necessary notations on client’s file as needed. 			

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- Assist with monitoring the disciplinary/penalty assessments imposed on clients.
 - To oversee the monthly Resident meetings.
 - Read daily the log books and make the necessary follow-up.
 - Liaise with hospitals and other community service agencies to coordinate discharges to the shelter.
 - Participate in the development, planning and coordination of all programming activities and special events in conjunction with the Director.
 - To assist the Director with Community and City complaints.
 - Provide back-up support and make decisions in the absence of the Hostel Manager
3. Provide leadership, supervision, coaching and mentoring to the Islington Seniors' Shelter Residential Workers following Employment Standards and payroll procedures.
- Support team in providing system in implementation of enhanced case management model utilizing Housing First, The Outcomes Star and Critical Time Intervention.
 - Schedule, conduct and document supervision.
 - Conduct Performance Reviews and Evaluations.
 - Chair Team and Client Review meetings.
 - Ensure supervision is provided to meet expectations of service delivery.
 - Ensure that individualized support plans/service agreements are developed and provided for clients to promote personal development, responsibility and community relationships through a recovery focused and participant-directed approach to treatment.
 - Support staff in use of The Outcomes Star and corresponding case plans
 - Ensure spiritual and religious care is available to clients and staff
 - Ensure program and agency documentation is maintained as per policies
 - Conduct case conference and other meetings, ensure minutes are recorded and circulated to team members
 - Keep up-to-date strategic job descriptions and to plan goals, mentor and assess the performance of staff and others (counsellors, funded placements, etc.) in accordance with TSA procedures as appropriate. Some specifics:
 - Work with Assistant Director to hire, orient, train, evaluate, recognize, discipline and terminate staff in concert with Territorial Standards and in conjunction with the Director.
 - Provide support and direction for staff in assessment, developing individual support plans, consultation, referral and supportive counseling to individuals
 - Develop and monitor after hours and on call support
 - Ensure staff are trained on all legislative requirements, human resources processes and mental health/concurrent disorders and housing support as required
 - Schedule, conduct and document supervision. Provide or ensure clinical work supervision is provided to staff and follow up workers to meet expectations of service delivery
 - Conduct Performance Reviews and Evaluations
 - Recruit select and train new staff as necessary. Ensure staff are trained in accordance with established policies and procedures
4. To assist the Management team, and Director with the administration of the Hostel.
- Work with the Director and Assistant Director in ensuring the Hostel is in compliance and meeting the standards for the Quality Assurance and Accreditation Standards.
 - Attend Committee and Agency meetings as directed.
 - Assist in the development and implementation of Hostel Policies and Procedures and participate in the Policy Review Committee.
 - On- call duties as per schedule.

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- Preparing vouchers for Client Assistance, and proactively engaging with clients to ensure needs are met.
5. To assist the Management team and Director with the Finances of the Hostel
 - Approve bi-weekly payroll prior to submission to the Assistant Director for Residential Workers.
 6. To assist the Director with the Human Resources aspect of the Hostel.
 - Assist with staff recruitment, interviewing and orientation.
 - Conduct reference checks.
 - Ensure staff are up-to-date with trainings and job skills.
 - Organize and assist with staff training in accordance with Hostel Policies and standards.
 - Ensure staff are following Standard Operating Procedures.
 - Assist in creating a welcoming and professional atmosphere that enhances staff participation, morale, team-building and problem-solving.
 - To participate in Labour Management meetings as requested.
 7. To assist the Director to ensure that all Health and Safety requirements specific to the Hostel are in compliance with the Occupational Health and Safety Act.
 - To perform workplace inspections.
 - To conduct information sessions (safety talks, staff meetings).
 - To assist with incident investigations.
 - To assist with employee health and safety training.
 - To assist, make recommendations and/or correct substandard acts or conditions.
 - To assist in commending employee health and safety performance.
 - To perform employee safety observations.
 - To ensure compliance with specific Hostel requirements within sections 25 & 26 of the OHSA.
 8. Organizational Responsibilities
 - Adhere to standards that are consistent with the values and philosophy of The Salvation Army.
 - Participate fully and constructively in staff meetings and in-service training.
 - Engage in formal supervision and performance evaluations.
 - Read and follow the policy and procedures manual, the Employee Handbook and the Toronto Shelter Standards, and understand that the Residential Supervisor's position will be required to adhere to all these guidelines in dealing with clients, staff and the public.
 - Make suggestions to the Management team that will improve efficiency, working conditions and/or procedures.
 - Represent the Organization in a professional manner.

ESSENTIAL SKILLS AND QUALIFICATIONS

- Minimum 2-year Diploma in Human/ Social Services.
- Three to five years minimum of significant work-related experience including residential and/ or Case Management experience in the homeless serving sector.
- Previous supervisory experience an asset.
- Experience working with seniors a valuable asset.
- High level of comfort working within an extremely diverse and multicultural environment.

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- Experience with extremely marginalized homeless people with mental health problems, addictions, concurrent disorders and familiarity to a wide variety of resources to meet client needs.
- Superior written skills and high-level proficiency with the computer, and Microsoft Office.
- The responsibilities associated with this position demand a high degree of confidentiality.
- Certificate in First Aid/CPR, Crisis Intervention and Conflict Resolution.
- Criminal Record Check clearance
- Valid Driver's License/Abstract

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.

HOURS: Full time, Sunday to Thursday with some days, evenings and possible overnights. Flexibility an asset.

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