



Giving
Hope
Today

**The Salvation Army
Thunder Bay Community & Residential Services
Ontario Division**

Position Description

IDENTITY STATEMENT OF THE SALVATION ARMY

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.

MISSION STATEMENT OF THE SALVATION ARMY

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.

VALUE STATEMENT

We believe in the dignity of every human being and strive to serve with honesty, integrity, non-discrimination and compassion.

C.A.R.S. MISSION STATEMENT

The Salvation Army Thunder Bay Community & Residential Services
Exists to share the love of Jesus Christ
by serving the practical and spiritual needs of our community
with compassion, dignity and respect.

C.A.R.S. VISION STATEMENT

The Vision of The Salvation Army Thunder Bay C.A.R.S.
Is to manifest the love of Jesus Christ
through our interaction with all people at all times.

I have read and agree to abide by the Identity and Mission Statements in the course of my duties.

Volunteer's Name (please print)

Volunteer's Signature

Witness Signature

Date

Volunteer Position Title: **Front Desk Support Volunteer**

PURPOSE STATEMENT

The Front Desk Support Volunteer is responsible for greeting and directing all residents and general public either in person or on the phone while performing all assigned duties.

Supervision: **Program Services Director**

Service

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.
- 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 same appropriately.
- 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.
- 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.
- Perform other position related duties as required.

This Position Description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities of the incumbent.

Organizational

Responsibilities:

1. Develop an understanding of the Mission of The Salvation Army in Canada and its implications as related to position responsibilities.
2. Maintain information in confidence as required.
3. Make decisions based on the Policies and Procedures of the Centre and The Salvation Army as delegated.
4. Represent the organization in a professional and engaging manner and assist personnel whom the position supports in developing those skills as required.
5. Participate in regular supervision and performance reviews/evaluations as required.
6. Work in compliance with OH&S Act and Regulations and abide by The Salvation Army's health and safety policies and procedures.
7. Participate in ongoing professional development and training.
8. Knowledgeable in all areas of Fire Safety & Emergency Evacuation Plans.
9. Responsible to work safely and report all unsafe or unhealthy working conditions to the Health

This Position Description will be reviewed by the **Volunteer** and supervisor on a regular basis. Amendments can be made at any time at the discretion of the employer.

Qualifications:

- Empathy and Compassion
- Degree or diploma in the social services field or administration is an asset.
- Strong oral and written communication skills.
- Computer and database skills (particularly Excel, Word, Internet); ensuring accuracy and attention to detail.

- Be able to lift/move up to 40 pounds as required.
- Ability to climb stairs 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 in a team environment.
- Ability to clearly and accurately communicate factual information/data when needed.
- Ability to work under potential 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.
- Clearance through the Enhanced Reliability
- 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.

Conditions of Employment:

- Schedule will vary according to requirements of responsibilities, minimum 2-hour shifts will be scheduled, and hours will be logged
- Required to wear a name tag supplied by employer when on duty.

The normal hours of volunteer work schedule: Monday-Friday 08:00 am – 04:00 pm

Location of work is: 545 North Cumberland Street, Thunder Bay, ON P7A 4S2

I have read, understood, and accept the position description outlined above.

Employee Name (please print)

Employee Signature

Witness Signature

Date

Please Note: Signing of this document endorses the fact that I have read, and agree to adhere to, the Position Description, Policy and Procedures, and other objectives of The Salvation Army Ministries of Thunder Bay JTL Centre including confidentiality with regard to all client, staff and program information.