



## Employment Opportunity - Ontario Division

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|-----------------------|--|------------------------------|---------------------|
| <b>Job Title:</b>     | Caseworker   | <b>Competition #:</b>        |                     |
| <b>Department:</b>    | Journey to Life Program                            | <b>Status/Position Type:</b> | Full-time, 40 hours |
| <b>Compensation:</b>  | \$19.04 to \$28.56                                 | <b>Unionized:</b>            | No                  |
| <b>Ministry Unit:</b> | Journey to Life Centre                             | <b>Date posted:</b>          |                     |
| <b>Address:</b>       | 545 N. Cumberland Street, Thunder Bay, ON, P7A 4S2 | <b>Posting Expires:</b>      | February 10, 2023   |

### APPLICATIONS ACCEPTED BY:

**Email:** ong.tbayadmin@salvationarmy.ca

**Attention:** Paige Martin, Senior Human Resources Advisor

**Mailing Address:** Human Relations Department, The Salvation Army Journey to Life Centre, 545 Cumberland St N. Thunder Bay ON. P7A 4S2

**Please, no phone calls.**

### MISSION, VISION AND VALUES:

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

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.

#### Vision Statement

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

#### Core Values:

**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.

### TERMS AND CONDITIONS:

#### POSITION PURPOSE SUMMARY:

The Caseworker position is responsible for providing supervision and support to residents as required by The Salvation Army and funding contract policies and procedures.

#### ACCOUNTABILITIES:

##### Case Management:

- Handle all incoming residential transfers from partner agencies. Review program packages and meet and interview potential clients/residents, in consultation with the Program Services Director where required.
- Provides safe storage, distribution and recording of prescribed medication for clients/residents of the assigned programs.
- Monitor the environment and clients/residents to ensure safety and security; completes regular client/resident status checks and room searches\_ as required. Ensures that all required documentation of searches/checks is completed as required.
- Develop and implement case management of assigned clients/residents; assists clients/residents in establishing goals, monitoring progress, and prepares discharge plan. a
- Provide required scheduled check-ins of residents on passes in the community; accompanies residents in the community when necessary and monitors behavior. Implements disciplinary measures, as necessary.
- Review all resident intakes, discharges, and restrictions.
- Assist the Program Services Director in developing and coordinating the delivery of designated programs as required, including but not limited to Life skills, Independent Living Skills, Drug & Alcohol Recovery Support, Week-At-A-Glance, Volunteer Recognition, Social and Recreational.
- Intervene in crisis situations; provide emotional support and advocacy as required.
- Provide program related orientation to newly hired staff, volunteers, and students.
- Provide back-up support to front line position (front desk or other program areas) and their functions as required.
- Respond to day to day "urgent" needs of clients.
- Perform other position related duties as assigned.

##### Communication and Reporting:

- Establish, compile, and maintain proper records and files as required for each assigned program, writes progress and in-depth reports, and provides information on the outcomes of the programs and the progress of each client/resident.
- Maintain and update all appropriate documentation and reports (including in-out and incident logbooks) related to clients/residents
- Maintain statistical information relevant to the evaluation of service provisions and provide direct supervisor with other relevant data as required by the funder and The Salvation Army.





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- Prepare monthly outcome, statistical and measures reports in an accurate and timely manner.

### Community Networking and Partnerships:

- Under the direction of the Program Services Director, work with the local Community College to provide opportunities for student placements and to provide coaching while on location.
- Assists clients/residents by providing support, networking, and other direct services.
- Attend and facilitate case conferences with the case management team.

### Other Duties:

- Responsible to work safely and report all unsafe or unhealthy working conditions to the Health and Safety Committee.
- Work in compliance with OH&S Act and Regulations and abide by The Salvation Army's health and safety policies and procedures.
- Participate in regular supervision and performance reviews/evaluations as required.

### RESPONSIBILITY:

- Reports directly to the Director of Program Services or designate. Accepts leadership and direction from management and Caseworkers.

### WORKING CONDITIONS:

- The hours of work would be Monday-Friday 8:00 a.m. - 4:30 p.m. with a half-hour unpaid meal break. Weekend and evening work may be required.
- The incumbent's work environment is typically in an office or work site within residential and community settings.
- The incumbent will work under the following disagreeable conditions:
- Exposure to dirt, bodily fluids, bodily waste, drugs and alcohol, noise, angry and abusive individuals, verbal abuse, odors
- The incumbent may be exposed to the risk of moderate injury or illness due to:
- Physical attacks by others (i.e. being attacked by a client/resident), exposure to infectious diseases, exposure to toxic chemicals, sharp objects (i.e. needle sticks), other dangerous situations

### EDUCATION, QUALIFICATIONS AND CERTIFICATIONS:

- The successful candidate with have completed a 2 year diploma or degree preferably in the field of social services or human services.
- Certified in First Aid/CPR and Non-Violent Crisis Intervention.
- Must have a minimum of 2 years' experience in related field, including frontline casework experience in a social service environment, functional supervision and working with marginalized clientele.
- Knowledge of issues facing persons experiencing housing crisis, various social issues pertaining to homelessness and its impact on the families served.
- Knowledge and sound understanding of the Mental Health and Addictions support systems available to individuals in the region.
- Solid background of how to work with people from diverse backgrounds and enjoy assisting others to solve problems.
- Alternative combinations of education and experience may be considered.

### SKILLS AND CAPABILITIES:

- Experience/working knowledge of Microsoft Office Suite.
- Ability to work independently and in a team.
- Ability to maintain confidentiality and willingness to sign confidentiality statement.
- Strong-oral and written communication skills.
- Self-motivated and disciplined.
- Good interpersonal skills and attentive listening skills.
- Strong networking ability to develop healthy partnerships with new and existing groups and organizations within the region.
- Develop an understanding of the Mission of The Salvation Army in Canada and its implications as related to position responsibilities.
- Participate as an active and responsible team member in all work groups through which position responsibilities are achieved.
- Represent the organization in a professional and engaging manner and assist personnel whom the position supports in developing those skills as required.
- Participate in ongoing professional development and training.
- Valid Ontario Driver's License, personal vehicle required and insurance, current copy of driver's abstract that is satisfactory to The Salvation Army, in its sole discretion, is required.
- Original copy of a Background Check with vulnerable sector screening
- Screening through The Salvation Army Abuse Registry is required.



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*In support of our commitment to a healthy and safe workplace and community, The Salvation Army (TSA) has a vaccination requirement for **all new employees within the Province of Ontario, Social Services sector**. The successful candidate will be made an offer of employment on the condition of being fully vaccinated against COVID-19 and will be required to provide proof of full vaccination, prior to their employment start date. The requirement to be fully vaccinated is subject to provincial human rights legislation. If the candidate is unable to vaccinate for a reason protected by the Human Rights Code, a request for accommodation can be submitted and written proof satisfactory to TSA will be required.*

**The Salvation Army offers accommodation for applicants with disabilities in its recruitment process. If you are contacted to participate in an interview or screening process, please advise us if you require accommodation.**

We thank all applicants, however, only those candidates to be interviewed will be contacted.  
*You must advise your managing supervisor of your intentions prior to submitting your application.*

