



## Employment Opportunity - Ontario Division

<b>Job Title:</b>	Front Desk Attendant	<b>Competition #:</b>	
<b>Department:</b>	Residential Services	<b>Status/Position Type:</b>	2 Part-Time, Permanent 1 Part-Time, Temporary
<b>Compensation:</b>	\$15.50 to \$17.00 per hour	<b>Unionized:</b>	No
<b>Ministry Unit:</b>	Journey to Life Centre	<b>Date posted:</b>	
<b>Address:</b>	545 Cumberland St N.	<b>Posting Expires:</b>	December 12, 2022

### 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 Front Desk Attendant position is responsible for being the first point of contact for the Journey to Life Centre. The incumbent will greet and direct all residents and public to best meet their needs and exhibit excellence in service. Our Journey to Life Centre is currently recruiting the following positions at our Front Desk:

- 1 Permanent Part-time position 8-hour shift, 11:30 p.m. – 7:30 a.m. Friday and Saturday
- 1 Permanent Part-time position 8-hour shift, 3:30 p.m. -11:30 p.m. Saturday and Sunday
- 1 Temporary Part-time position 8-hour shift, 7:30 a.m. - 3:30 p.m. Saturday and Sunday

#### ACCOUNTABILITIES:

- Monitor the activities of 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.
- Assist with medication procedures when ordering, counting bubble packs, receiving/storing prescriptions; assist with making medication available to clients at specific times.
- Ensure all required paperwork, and HIFIS data is completed for each client when they arrive and forwarded appropriately.
- Ensure that all new clients in the shelter are set up with an appointment to see the Program Caseworker on the next business day.
- Encourage clients to complete their duties i.e. making of bed, picking up of personal belongings, showering, etc.
- Assist with maintaining the safety of the clients and the facility.
- Complete the required security checks for both interior and exterior of the facility.
- Complete required bed checks for Corrections and Services Canada (CSC).
- 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.
- Ensure the lockup and clothing room is maintained and cleaned daily.
- Work collaboratively with the Program Caseworker team regarding client matters and service delivery.
- Perform other position related duties as required.





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### RESPONSIBILITY:

Reports directly to the Director of Program Services or designate. Accepts leadership and direction from management, Front Desk Attendants and Caseworkers.

### EDUCATION, QUALIFICATIONS AND CERTIFICATIONS:

- Completion of High School
- Degree or diploma in progress in the social services field or administration is an asset.
- Have current First Aid/CPR Certification or willingness to obtain.
- NOTE: Alternative combinations of education and experience may be considered.

### EXPERIENCE AND KNOWLEDGE:

- Minimum of three (3) months of prior related experience.
- Experience with front line work in a social services setting is preferred.
- Excellent computer and database skills (particularly Excel, Word, Internet); ensuring accuracy and attention to detail.

### SKILLS AND CAPABILITIES:

- Be able to lift/move up to 40 pounds as required.
- Ability to climb stairs frequently.
- Pleasant and courteous disposition with the ability to work well with others.
- Ability to work independently and in a team environment.
- Ability to communicate information/data clearly and accurately.
- Ability to work under stressful circumstances.
- Develop an understanding of the Mission of The Salvation Army in Canada and its implications as related to position responsibilities.
- Maintain information in confidence as required.
- Represent the organization in a professional and engaging manner
- Participate in regular supervision and performance reviews/evaluations as required
- Work in compliance with OH&S Act and Regulations and abide by The Salvation Army's health and safety policies and procedures.
- Participate in ongoing professional development and training.
- Develop an understanding and support for the mission and purpose of The Salvation Army in Canada and its implications as related to position responsibilities.

### CONDITIONS OF EMPLOYMENT:

- 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. The screening is secured either through the national Canadian Police Information Centre (CPIC) or through a local police detachment.
- Clearance through the Enhanced Reliability Screening through Corrections Canada and Vulnerable Persons Check is required.
- Immunization for Hepatitis B and Vaccination against Tuberculosis.
- 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
- Shift flexibility required: days, evenings, nights, and weekends
- Required to wear a name tag supplied by employer when on duty
- Normal Location of work is: 545 North Cumberland Street, Thunder Bay

*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*



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*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.*

