

JOB POSTING (All Employees and External Candidates)

POSTING NUMBER: 2017-028

POSITION: **Casual Front Line Worker (s) West End**
Typical shifts include -07:00-15:00, 15:00-23:00 and 23:00-07:00 on a daily basis

PAY RATE: \$13.93 – \$21.21 per hour, Unifor Local 8300 Wage Scale

POSTING DATE: April 20, 2017

CLOSING DATE: Send your resume and covering letter, quoting posting number **2017-028** to hrrecruitment@shepherdsofgoodhope.com no later than **4:00 p.m.** on **April 27, 2017**. Internal candidates will be given first consideration, prior to external applicants.

RESPONSIBILITIES

- Establish a professional working relationship with our high acuity, complex clients ensuring the respect, dignity, and individuality of each client and staff member
- Support the clients with basic needs, life skills and initial case management
- Crisis prevention and de-escalation
- Liaise with community partners to better serve clients
- Use Harm Reduction, strength based and motivational interviewing approaches when working with clients
- Participate in the development and implementation of client programming (i.e., in-house activities)
- Maintain a clean and safe environment in accordance with the needs of the Program
- Follow program procedures for distribution of medication and other supplies
- Record activities in the program log in accordance with the policies of the Shepherds of Good Hope
- Act independently and function as part of an overall team
- Engage in client advocacy
- Casual Front Line Workers fill full-time and regular part-time staff absences; sometimes at the last minute.

QUALIFICATIONS

- Post-Secondary education in Social Science or equivalent experience; Knowledge of addiction, mental health, violence against women and poverty issues
- Demonstrated ability to use NVCI principles, to work using a health promotion approach and harm reduction philosophies
- Demonstrated problem-solving skills/judgement, assertiveness and independent decision making
- Strong written and verbal communication skills; French/English bilingualism is an asset.
- Human qualities such as compassion, caring and empathy
- Available for a wide variety of shifts on a weekly and monthly basis.
- Experience in maintaining accurate records and statistics; Dependability and commitment to the program
- Proficiency in Microsoft Office and related software is required
- A Police Records Check for the Vulnerable Sector, that is satisfactory to Shepherds of Good Hope.

If you have the desire to work for an Organization that is dedicated to creating a community for all through acceptance, compassion and care please send your resume and cover letter to hrrecruitment@shepherdsofgoodhope.com quoting file 2017-28 no later than April 27, 2017. We appreciate your interest and advise that only those selected for an interview will be contacted.

Shepherds of Good Hope is committed to being responsive to the diverse needs of our clients, residents, employees and volunteers, including those with disabilities. Please inform if you require accommodation through the hiring process, so that we can make every effort to meet your needs.