

# Employment Opportunity - Posting The Salvation Army – B.C. Division



Giving Hope Today

<b>Job Title:</b>	Support Worker Extreme Weather Protocol	<b>Competition #:</b>	201968
<b>Ministry Unit/Dept:</b>	The Salvation Army Victoria ARC	<b>Status:</b>	Casual/On-Call, Contract
<b>Salary Range:</b>	\$23.16/hour starting rate; \$24.16/hour after probation	<b>Date Posted:</b>	September 27, 2022
<b>Address:</b>	525 Johnson Street, Victoria BC	<b>Posting Expires:</b>	Until filled.
<b>Applications Accepted By:</b>			
<p>Interested applicants must respond in writing with subject line Support Worker (EWP) to:</p> <p style="text-align: center;"><a href="mailto:resumes@victoriaarc.org">resumes@victoriaarc.org</a></p> <p style="text-align: center;">by fax at: 250-384-8412 or in person</p>		<p><b>Please no phone calls.</b></p>	
<b>MISSION AND VALUES:</b>			
<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><b>Mission Statement</b> 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><b>Core Values</b> The Salvation Army Canada and Bermuda has four core values:</p> <p><b>Hope:</b> We give hope through the power of the gospel of Jesus Christ.  <b>Service:</b> We reach out to support others without discrimination.  <b>Dignity:</b> We respect and value each other, recognizing everyone’s worth.  <b>Stewardship:</b> We responsibly manage the resources entrusted to us.</p>			
<b>JOB DESCRIPTION:</b>			
<b>POSITION PURPOSE SUMMARY</b>			
<p>The <b>EWR Support Worker</b> position is responsible for providing client-centered support to individuals accessing the Emergency Weather Response program at the Victoria A.R.C.</p> <p><b>Note:</b> This position requires individuals to be available on short notice, during cold periods. The position is directly responsible for helping those seeking shelter from the cold. Schedule shifts are 13 hours in length and are all overnight. Applicants must be available for overnight shifts during the winter season.</p>			

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## **BASIC FUNCTIONS/RESPONSIBILITIES:**

- Receives clients and visitors in a pleasant and courteous manner, and provides services according to established procedures.
- Monitors access to the Victoria A.R.C.
- Recognizes, analyzes and deals with potential emergency situations to ensure the safety of clients and staff. Observes clients and identifies and assesses potential emergency situations, and develops short-term strategies to deal with such situations including de-escalating challenging behaviors.
- Helps to arrange breakfast station for clients.
- Conscientiously observes the confidential nature of the agency's service to its clients and residents.
- Assist with client support by identifying potential problems and reporting any incidents to the Program Manager.
- Refers clients to various outreach programs within the city of Victoria.
- Assess and liaison with Case Managers regarding client's interest to ARC Programs.
- Provides setup for sleeping mats and linens for clients and removes items at the end of shift.
- Performs light janitorial duties such as garbage removal, laundry assistance, changing of linens, sweeping/mopping of floors etc.
  
- Monitors adherence of clients to Victoria A.R.C. guidelines.
- Completes registration for new clients and ensures that registration forms are accurately completed and intake procedures are followed.
- Provides accurate information and client-centered support to meet the needs of the residents and visitors in accordance to Victoria A.R.C. policies and procedures.
- Ensures that residents and visitors are respecting and adhering to Victoria A.R.C. policies and procedures.
- Conducts and monitors the building's surveillance; health, safety and security of the site.
- Ensures the public areas are clean and organized according to Victoria A.R.C. standards.

Other:

- Must attend all staff meetings and training seminars related to agency services if requested.
- May be assigned other related duties according to agency needs at the discretion of the Program Manager.

## **QUALIFICATIONS AND EDUCATION REQUIREMENTS:**

### **Education/Certifications:**

- Completion of High School plus post-secondary diploma or certificate (Degree or Diploma in Social Work, Psychology, Counselling, or related field is preferred).
- Must possess a valid First Aid/CPR Certificate.

### **Experience:**

· Six months related experience.

### **Required Skills/Knowledge:**

- Superior customer service and problem-solving skills.
- Excellent ability to work well in a fast-paced and high-stress environment.

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- Understanding of barriers faced by Victoria A.R.C. residents and visitors.
- Demonstrates flexibility and creativity.
- Strong time-management skills.
- Effective in both written and verbal communication.

NOTE: A Federal Government “Enhanced Reliability” Security Clearance and Criminal Record Check are a pre-requisite to employment commencement.

Successful candidates, prior to hiring, may be required to provide:

- Background check consent
- A clear vulnerable sector screening
- A Tuberculosis test
- Completion of our online Armatus Abuse Training and required Health and Safety Training

**HOURS/SCHEDULE** : Variable, as needed basis. Shifts are 12 hours - 8:00 PM - 8:00 AM.

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The use of a personal vehicle is not required in the performance of duties. This position requires union membership.

*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.*



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