

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



Giving Hope Today

<b>Job Title:</b>	Support Worker	<b>Competition #:</b>	202203
<b>Ministry Unit/Dept:</b>	The Salvation Army Victoria ARC	<b>Status:</b>	Permanent, Full time
<b>Salary Range:</b>	\$23.16 - \$24.16 per hour	<b>Date Posted:</b>	November 13, 2022
<b>Address:</b>	525 Johnson Street, Victoria BC	<b>Posting Expires:</b>	Open until filled.
<b>Applications Accepted By:</b>			
<p>Interested applicants must respond in writing with subject line Support Worker 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>			
<p><b>ABOUT THE COMPANY</b> As a social service provider, within the city of Victoria (BC), the ARC provides services to individuals looking to make a positive change in their life. Each day, staff provide compassionate care to Victoria’s marginalized community struggling with poverty, homelessness and addiction. The ARC is a multifunctioning facility committed to providing a safe, Drug &amp; Alcohol-free space where humans can heal and reconcile. Our intention is to educate, empower &amp; equip Clients in our care with the knowledge, skills and abilities necessary to be successful outside of this place. Our mantra is to #lovepeople.</p> <p><b>POSITION PURPOSE SUMMARY</b> The <b>Support Worker</b> position is responsible for providing client-centered support to program participants and clients at the Victoria A.R.C.</p>			
<b>BASIC FUNCTIONS/RESPONSIBILITIES:</b>			
<p><u>Front Desk:</u></p> <ul style="list-style-type: none"> <li>• Receives clients and visitors in a pleasant and courteous manner, and provides services according to established procedures.</li> </ul>			

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- Monitors access to the Victoria A.R.C.
- Conscientiously observes the confidential nature of the agency's service to its clients and participants.
- Operates cash register; accepts and records payments, and performs shift end deposit.
- Accepts, sorts, and distributes all incoming mail and packages.
- Operates a multiple line switchboard, takes messages, and forwards messages to respective staff and residents.
- Records pertinent information including financial activities and incidents accurately and according to policy into the shift activity log and other recording systems.
- Monitors adherence of clients to Victoria A.R.C. guidelines.
- Does registration for new clients and ensures that registration forms are accurately completed and intake procedures are followed.
- Provides clients access to their medication and follows all procedures and policies related to client medication.
- Maintains and updates resident information on database.

## Residential Support:

- Acts as a mobile secure and supportive presence monitoring the first, second, and third floors for resident behaviour as well as basic structural and operational conditions as per policies and procedures.
- Provides accurate information and client-centered support to meet the needs of the clients and visitors in accordance to Victoria A.R.C. policies and procedures.
- Ensures that clients 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.
- Conducts regular rounds of the Victoria A.R.C. and conducts bed checks.
- Reports observed maintenance needs in accordance with agency procedures.
- Ensures the public areas are clean and organized according to Victoria A.R.C. standards.
- Performs light janitorial duties when required .

## 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 ARC 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:**

- Excellent typing and computer skills.
- Excellent numeric and analytical skills.
- Superior customer service and problem-solving skills.

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- Excellent ability to work well in a fast-paced and high-stress environment.
- Must possess a class 5 driver's license.
- 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.

## WHY US?

At the Salvation Army, we're committed to providing a positive work experience for all members of our team. We seek to support each other by valuing everyone's perspective regardless of their role. As Support Worker, you will have the ability to work with the best team in a position that provides tremendous impact to the lives of others.

## INCLUSIVITY

Within the ARC, we are committed to fostering an inclusive and positive environment, where staff and clients feel valued, respected and supported. Our intention is to build a team that reflects the diversity of our clients and communities in which we live and serve. If you require accommodation for the recruitment/interview process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.

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

- Background check consent
- A clear vulnerable sector screening
- A clean driver's abstract
- Completion of our online Armatus Abuse Training and required Health and Safety Training

**HOURS/SCHEDULE:** Monday - Friday, 11:00PM– 7:00AM, 37.5 Hours/Week

The use of a personal vehicle is not required in the performance of duties. This position requires union membership. The Salvation Army requires all employees to be fully vaccinated against COVID-19 and provide proof of full vaccination. The Salvation Army will provide reasonable accommodation if the successful candidate cannot be vaccinated due to a medical exemption.

*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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