



## Employment Opportunity - Ontario Division

<b>Job Title:</b>	Family Services Caseworker	<b>Competition #:</b>	
<b>Department:</b>	Pathway of Hope Program/Community & Family Services	<b>Status/Position Type:</b>	Permanent Full-Time
<b>Compensation:</b>	\$18.85/hour	<b>Unionized:</b>	No
<b>Ministry Unit:</b>	Chatham-Kent Ministries	<b>Date posted:</b>	May 20, 2022
<b>Address:</b>	Multiple Locations: 19 Raleigh St., Chatham; 600 Lowe Ave., Wallaceburg; 18 Main St. E., Ridgetown	<b>Posting Expires:</b>	May 27, 2022

### APPLICATIONS ACCEPTED BY:

**Email:** [maria.wall@salvationarmy.ca](mailto:maria.wall@salvationarmy.ca)

**Attention:** Maria Wall, HR Assistant

**Mailing Address:** Chatham-Kent Ministries, 46 Orangewood Blvd., Chatham, ON N7L 5H1

**Attention:** Maria Wall, HR Assistant

**Fax:** 519-359-9029

**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 Family Services Caseworker provides a high impact case management approach that focuses on identifying and addressing root causes for families living in poverty. The Caseworker provides casework services to families through the Pathway of Hope (PoH) approach. They use a strengths-based approach to interview, assess, and formulate a plan of action to assist families in moving from crisis to stability.

#### ACCOUNTABILITIES:

##### 1. Client Services

- Perform all aspects of the case management process using the Pathway of Hope approach (selection, intake, assessment, goal planning, action, transition, and follow-up.)
- Develop goal plans with client families and schedule regular meetings to review progress and engage in further planning.
- Provide information and referral services as needed for clients, may also include individuals who are not eligible for support through the Pathway of Hope program.
- Conduct home visits as needed.
- Engage and build rapport with the target population.
- Assist clients in making connections within the community which will support them in accessing community resources.
- Network with other service providers and maintain working relationships with community agencies to provide comprehensive services for participants.
- Work closely with other local ministry unit personnel to form an interdisciplinary team to work with families from a holistic perspective; to maintain, promote and improve the profile of The Salvation Army in the community.
- Collaborate with the Housing Support program to provide clients with housing, hydro, gas, etc. assistance as required.
- Assist with other Community & Family Services programs as required, i.e., Christmas Food and Toy Hampers, Housing Support, Budget Management, Food Bank, etc.
- Periodically review assistance guidelines with Community & Family Services Manager.
- Ensure that all clients are treated with dignity and respect.
- Ensure confidentiality is maintained in accordance with The Salvation Army policy and applicable legislation.

##### 2. Administration

- Maintain case files for each client family, including accurate documentation, detailed case notes, and ensure that appropriate forms are used at all times.





## Employment Opportunity - Ontario Division

- Ensure accurate collection and maintenance of data, submit monthly summary of service statistics regarding the PoH program to the Regional Coordinator; liaise with the Regional Coordinator in the semi-annual evaluation/outcome's measurement.
- Assist in ensuring the completion of accurate record keeping and management in accordance with relevant privacy legislation.

### 3. Training

- Attend training sessions that support the initial implementation phase and ongoing training for the sustained delivery of Pathway of Hope.

### 4. Health & Safety

- Ensure that the work area is maintained regarding appearance, condition and safety as recommended by Public Health etc.
- Seek out continual education and resources for all areas of responsibilities, specifically regarding COVID-19 requirements as per the local Health Unit.
- Ensure the safety and comfort of the ministry unit by maintaining cleanliness and food safety etc.
- Work in compliance with the OH&S Act and Regulations and abide by The Salvation Army's health and safety policies and procedures.

Perform other position related duties as required.

#### CRITICAL RELATIONSHIP MANAGEMENT:

- **Internal relationships:**
  - Corps Officer, Community & Family Services Manager, staff, volunteers
- **External relationships:**
  - Community, clients

#### MANAGERIAL/TECHNICAL LEADERSHIP RESPONSIBILITY:

- This position reports directly to the Community & Family Services Manager or designate.
- Represent The Salvation Army at agency and community meetings as directed.
- Attend regional Pathway of Hope meetings monthly (in-person or via telephone/video conference).

#### FINANCIAL AND MATERIALS MANAGEMENT:

- Ensure that ministry unit policies and procedures are followed for the safe/secure handling of all monetary donations received and appropriate documentation of gift cards and various vouchers is maintained.

#### WORKING CONDITIONS:

- This is a permanent full-time position based on 25 hours per week.
- Some flexibility in scheduling required, some weekend and evening work may be required.
- The Supervisor will set the hours of work and work schedule.
- Working environment is typically in the office in generally agreeable conditions.
- Ability to lift/move 25 lbs.
- This job requires reaching, bending, and stooping frequently, working in a sitting, and standing position for periods of time.
- Travel is associated with this position.

**Normal hours of work:** Monday 9:00 a.m. to 4:00 p.m., and Tuesday, Wednesday, and Thursday 9:00 a.m. to 3:00 p.m. and includes a ½ paid meal break.

**The above responsibilities must be performed in keeping with The Salvation Army's Mission, Vision and Values, in a professional manner, upholding our code of conduct.**

#### EDUCATION AND EXPERIENCE QUALIFICATIONS:

##### Education, Qualifications and Certifications:

- Completion of a two (2) year Community College Diploma in a human services field, i.e., Social Services Worker.
- A University Degree in a relevant field of study would be a definite asset, i.e., Bachelor of Social Work, or a Bachelor of Arts in Social Services), preferred.
- Alternative combinations of education and experience may be considered.

##### Experience and Skilled Knowledge Requirements

- Minimum of two (2) years of prior related experience in providing casework services, documenting, and maintaining case files, working in collaboration with other service providers, community outreach, and working with people of diverse backgrounds.
- Valid Ontario Class "G" Driver's License, own vehicle, and insurance; a current copy of driver's abstract that is satisfactory to The Salvation Army, in its sole discretion, is required.
- Knowledge of community-based resources is required and experience networking with government and social service agencies.



## Employment Opportunity - Ontario Division

### Skills and Capabilities:

- Strong sense of integrity and confidentiality with professional ethics.
- Proficient computer skills in all aspects of Microsoft Office.
- Able to work independently and participate as an active and responsible team member.
- Lead by example, by demonstrating a positive attitude, a strong work ethic and a willingness to learn and be flexible in the face of change.
- Ability to work in a fast-paced environment, attention to detail, and analytical skills with an aptitude for accuracy and thoroughness and consistent follow-up.
- Exceptional organizational, prioritizing and time management skills to effectively handle multiple priorities and meet competing deadlines with minimal supervision.
- Self-motivated – Able to plan work activities and priorities associated with each client.
- Driven – Advocates, supports, and motivates clients.
- Relationship building – Demonstrated ability to build positive, productive, and supportive relationships with the community, corps members, clients, and other staff.
- Team – Respects and relies on a TEAM approach in supporting the client.
- Problem solving – Creates action plans to help break down barriers to achieving client goals.
- Client centered – Willingness to listen and learn from each client with compassion and dignity.
- Communication – strong written, verbal, and interpersonal communications skills.
- Non-Violent Crisis Intervention Certification and First Aid/CPR preferred.
- Ability & willingness to undergo applicable screening and background checks successfully that are satisfactory to The Salvation Army, in its sole discretion (i.e., The Salvation Army Abuse Registry) and provide an original copy of a Background Check with vulnerable sector screening.
- Ability and willingness to develop an understanding and support for the mission and purpose of The Salvation Army in Canada and its implications as related to position responsibilities.

**\*\*When applying, please include the job title in the subject line of email\*\***

**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.*

