

# Employment Opportunity - Posting

## The Salvation Army – Fort St John B.C.



Giving  
Hope  
Today

<b>Job Title:</b>	Supportive Housing Keyworker	<b>Competition #:</b>	2024-22
<b>Ministry Unit/Dept:</b>	Fort St. John Northern Centre of Hope   Supportive Housing	<b>Status:</b>	FT
<b>Starting Wage:</b>	\$26.29	<b>Date Posted:</b>	November 15, 2024
<b>Address:</b>	9916 99 Ave	<b>Posting Expires:</b>	
<b>Applications Accepted By:</b>			
Fax or E-mail: <a href="mailto:FortStJohn.HR@salvationarmy.ca">FortStJohn.HR@salvationarmy.ca</a> Attention: HR Department In the subject line please indicate the job title and competition # Please no phone calls.			
<b>MISSION AND VALUES:</b>			
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.  <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.  <b>Core Values</b> The Salvation Army Canada and Bermuda has four core values:  <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.			
<b>JOB DESCRIPTION:</b>			
<b>POSITION PURPOSE SUMMARY:</b>			
The Keyworker (Caseworker) of Supportive Housing will be responsible for implementing the programs and services that are a part of the supportive housing program in accordance with the program plan, contractual agreements, Salvation Army standards, best practices, and identified tenant needs. They will report directly to the Program Director.			
<b>BASIC FUNCTIONS/RESPONSIBILITIES:</b>			
<ul style="list-style-type: none"> <li>• Provide administrative support to all supportive housing programs</li> <li>• Maintain all tenant files and documentation in line with Northern Centre of Hope policies and procedures, ensuring all TSA accreditation and funder requirements are met</li> <li>• Respond to inquiries and complaints from supportive housing tenants</li> <li>• Respond to incidents involving tenants/staff and complete the incident reporting process</li> <li>• Perform wellness checks as required, following processes outlined in Northern Centre of Hope policies and procedures</li> <li>• Develop and maintain appropriate professional relationships with staff, guests and community partners</li> <li>• Develop and maintain appropriate professional relationships and boundaries with tenants</li> </ul>			

- Participate in ongoing training and professional development
- Participate in staff meetings, program evaluation, program development, and other Northern Centre of Hope activities as assigned
- Submit all required data and reports to Program Director in a timely manner
- Support tenants as they move into their units and provide initial orientation and safety information
- Work collaboratively with tenants to ensure basic needs (e.g., food, hygiene) are met and that their personal space is well maintained
- Work with the Supervisor and Program Director and community partners to review program referrals and complete initial assessments
- Complete ongoing assessments with all tenants on caseload
- Develop individualized support plans with all tenants on case load, including safety plans where required
- Hold regular one-on-one meetings with tenants on case load, focusing on individualized support plans and current needs
- Participate in case conferences with Northern Centre of Hope staff, other providers and external partners, as needed
- Participate in the design and delivery of appropriate skill-building groups, workshops, and one-on-one learning opportunities
- Connect tenants with appropriate community partners and service providers to meet individual needs
- Accompany tenants to appointments in the community, as needed
- Organize social engagement and community building opportunities within Northern Centre of Hope
- Ensure all tenant documentation is complete as per Northern Centre of Hope policy
- Conduct regular program evaluation efforts in conjunction with the Supportive Housing Manager
- Work with staff, management, and tenants to develop and maintain positive relationships with members of the community
- Liaise with community case management teams and external service providers who participate in supportive housing tenant support
- Liaise with emergency response services, where required
- Implement appropriate safety and security procedures as necessary
- Ensure that tenants are aware of and trained in emergency and safety procedures
- Ensure that all procedures, rules, and guidelines for the safety and security of tenants and staff are strictly enforced and adhered to
- Adhere to all health and safety policies and procedures in place; comply with all instructions from the employer concerning health and safety as per the Occupational Health and Safety Act
- Anticipate, mitigate, and communicate risk to staff and tenants
- Other job-related tasks as assigned

**QUALIFICATIONS AND EDUCATION REQUIREMENTS:**

*\*NOTE: For some jobs, you may be required to provide validated educational documentation.*

**Education/Certifications:**

- Completion of a formal college program of two academic years in social work is required.
- Bachelor's degree in social work (preferred) or a related field will be considered as a strong asset.
- An alternative combination of education and experience might be considered.
- First Aid and CPR

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. Each position contributes to the mission of The Salvation Army.

- Non-Violent Crisis Training is an asset

**Experience:**

- A minimum of two (2) years of relevant experience in supportive housing, preferably in a non-profit community-based organization
- Experience working with people experiencing homelessness, supportive housing environment preferred
- Knowledge of housing and homelessness issues, including social determinants of health, trauma informed care, chronic homelessness, Housing First, Residential Tenancies Act, etc.
- Extensive knowledge of other community agencies in the community
- Experience in advocacy, coordination of services and crisis management

**Required Skills/Knowledge:**

- Attention to detail, problem solving and analytical skills.
- Strong sense of integrity and confidentiality with professional ethics and a balanced sense of fairness and flexibility.
- Willingness to work with people from diverse cultural backgrounds
- Excellent documentation and case management skills
- Ability to build and maintain relationships with tenants, staff and external partners
- Ability to manage and address complaints and solve complex problems
- Understanding of anti-oppressive practices and trauma-informed approach

**HOURS: Sunday to Thursday 8:00am – 4:30pm**

**PREFERRED SKILLS/CAPABILITIES:**

The performance of the job requires continuously monitoring the environment, frequently interacting with clients, attentive listening and observation of body language, and moderate attention when recording information.

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

- Background check consent
- A clear vulnerable sector screening
- A clean drivers abstract
- Completion of our online Praesidium Abuse Training and required Health and Safety training.

*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.*

