



**Position:** Front Line Worker

**Salary:** \$19.70 hourly

**Hours of Work:** As needed

**Circulation Level:** Level I

**Accountability:** Women's Shelter Manager

**Employment Status:** Casual Relief

**Preferences:** MFN Band Members

**The Front Line Worker will:**

- Prepares and complete daily reports in database; provides advocacy and support to clients and their children in crisis situations both one-on-one and over the telephone; maintains strict confidentiality and adhere to Personnel policies and procedures
- Be supportive and aid those termed as "walk-in" in a manner that is consistent to those who are admitted into the Mississauga Women's Shelter; responds to crisis telephone calls and provide support, information, and intervention according to the request and type of call/caller; assist with meal planning and preparation; conducts general cleaning such as dusting, cleaning windows/ floors and other areas
- Assist clients to set goals, fill in applications for housing, birth certificates, S.I.N, and budgeting etc.; provides education and awareness to women on domestic violence; ensures safety of clients, staff and visitors to the shelter at all times; facilitates and maintain a collaborative and safe work environment; provides in-house orientation to new clients and oversee communal living requirements; creates safety plans with clients and families; ensures windows and doors are locked at all times; completes regular resident status and safety checks
- Contacts appropriate authorities such as the Ontario Provincial Police or child welfare agency when required; provides referrals, support documents and support for discharge; conducts intake and discharge process with clients and their children in crisis
- Maintains level of job requirements by attending training, workshops, seminars, certified programs, and team meetings
- Demonstrates sensitivity to and knowledge of the impacts of woman abuse on women and children; remains to be empathic, non-judgmental, respectful and encourage independent decision making to clientele served; will problem solve in a positive manner

**The Front Line Worker will possess the following educational qualifications, skills, experiences, and attributes:**

- Minimum of Grade 12 secondary diploma or equivalent. Post-Secondary Diploma in the Social Services or health field preferred
- Experience working with aboriginal people, organizations, and communities; must provide an acceptable Criminal Record Check and Vulnerable Sector Check from the Canadian Police Information Centre (CPIC)
- Class "G" Ontario Driver's License in good standing and be able to travel
- Standard First Aid and CPR/AED; Mental Health 1st Aid (an asset); Life Skills Coach Certification (an asset)
- Must be able to work flexible hours, on-call, and shift work, including weekends, evenings, and holidays
- Excellent verbal and written communication; ability to work in a team environment; ability to effectively analyze situations quickly and apply sound judgement; possess strong conflict resolution and problem-solving skills with the ability to handle stressful situations
- Ability to observe and assess clients, enforce safety regulations and emergency procedures, and apply appropriate behaviour management techniques; maintain confidentiality; be respectful and empathetic; ability to take charge and motivate others; be always professional

**TO APPLY:** Customize your cover letter and resume to the duties, experience, expectations, and qualification listed on the job posting. If you are a member of MFN or of Indigenous descent, please include this information in your cover letter. We rely on the information you provide to us in your application during screening. **Successful candidates** who receive interviews **must** provide copies of their education qualifications and certifications at the time of interview. Please note that all interviews will be **in person**. If you would like a copy of the full job description and/or are interested in applying you may submit your covering letter, resume and three (3) work related references to:

Mississauga First Nation  
P.O. Box 1299 Blind River, Ontario P0R1B0  
Attention: Human Resources Department  
Marked: **CONFIDENTIAL**  
**EMAIL:** [hrclerk@mississaugi.com](mailto:hrclerk@mississaugi.com) **FAX:** 705-356-1740  
**Deadline: March 8, 2023**

***Thank you to all applicants; however, only those selected for an interview will be contacted.***