



**MISSISSAUGA FIRST NATION  
Job Posting**

<b>Position</b>	<b>Front Line Worker (1 -Part-time Position &amp; Casual Relief Required)</b>
<b>Accountability</b>	Women’s Shelter Manager
<b>Circulation Level</b>	III
<b>Employment Status</b>	Variable hours per week– Part-time & Casual Relief
<b>Preferences</b>	Mississauga First Nation Band Member or person of Aboriginal Descent
<b>Tentative Start Date</b>	

**JOB PURPOSE / SUMMARY**

The Front Line Worker will ensure that all the nurturing aspects of a safe home are provided for the clients and their children who are residents of the Mississauga First Nation Women’s Shelter and provide appropriate crisis response, support, referrals and advocacy to residents and crisis callers.

**SCOPE**

The Front Line Worker reports to the Women’s Shelter Manager or designate and provides emergency shelter services and support within the Women’s Shelter to those in need.

**CORE PERFORMANCE CATEGORIES**

- ◆ Reading and answering emails promptly
- ◆ Carrying out directives by manager
- ◆ Communication of needs at least one week in advance for materials, supplies and approval
- ◆ Prepare and complete daily reporting in database
- ◆ Ensure inviting and friendly atmosphere
- ◆ Ensure client needs and safety is met

**KEY JOB FUNCTIONS**

**Advocacy and Support Services**

- Research and maintain knowledge of community area services to effectively service clients
- Provide advocacy and support to clients and their children in crisis situations both one-on-one and over the telephone
- Maintain strict confidentiality and adhere to Personnel policies and procedures.
- Be supportive and provide assistance to those termed as “walk-in” in a manner that is consistent to those who are admitted in to the Mississauga Women’s Shelter
- Respond to crisis telephone calls and provide support, information and intervention according to the request and type of call/caller
- Conduct assessments, interventions and assist clients with plans of care
- Accompany clients and their children to support services such as hospital, doctor visits, lawyers, housing, etc.
- Assist clients and their children with access to support services and provide referrals as required
- Assist clients to set goals, fill in applications for housing, birth certificates, S.I.N, and budgeting etc.
- Provide education and awareness to women on domestic violence
- Facilitate conflict resolution between in-house clients and clarify house rules and guidelines
- Maintain confidentiality of clients and the shelter
- Research and maintain knowledge of mental health conditions

**Client Safety**

- Ensure safety of clients, staff and visitors to the shelter at all times;
- Facilitate and maintain a collaborative and safe work environment;
- Conduct safety walks with clients
- Use a humanistic approach in educating women and their children on the issues of family violence
- Ensure windows and doors are locked at all times

- Create safety plans with clients and families
- Complete regular resident status and safety checks
- Contact appropriate authorities such as the Ontario Provincial Police or child welfare agency when required

#### **Intake and Discharge**

- Conduct intake and discharge process with clients and their children in crisis
- Provide in-house orientation to new clients and oversee communal living requirements
- Provide referrals, support documents and support for discharge

#### **General Housekeeping**

- Assist with meal planning and preparation
- Conduct general cleaning such as dusting, cleaning windows and floors and other areas
- Assist with clearing walkways
- Conduct laundry as needed

#### **Administration/Reporting**

- Prepare daily logs and correspondence as required
- Record statistical data of clientele as required in the data base
- Maintain level of job requirements by attending training, workshops, seminars, certified programs and team meetings

#### **Other Duties**

- Demonstrated sensitivity to and knowledge of the impacts of woman abuse on women and children
- Demonstrated experience with crisis intervention and support
- Ability to be empathic, non-judgmental, respectful and encourage independent decision making to clientele served
- Provide orientation for new staff members
- Ability to problem solve in a positive manner
- Other duties as required and assigned

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience**

- Post-Secondary Diploma in the Social Services or health field and with a minimum of Grade 12 secondary diploma or equivalent
- Two (2) years' experience in a social services organization
- Experience working with aboriginal people, organizations and communities

#### **Other Qualifications**

- Must provide an acceptable Criminal Record Check and Vulnerable Sector Check from the Canadian Police Information Centre (CPIC).
- Must be able to work flexible hours, on-call and shift work, including weekends, evenings and holidays
- Must have Class "G" Ontario Driver's License in good standing and be able to travel.
- Willingness and ability to travel within region and/or between sites and to activities as needed.
- Standard First Aid and CPR/AED.
- Mental Health 1<sup>st</sup> Aid (an asset)
- Life Skills Coach Certification (an asset)

#### **Knowledge**

- Knowledge and understanding of the Mississauga Women's Shelter's mandate
- Knowledge of the socioeconomic factors affecting the population served and the issues and effects of family violence against women and children-both native and non-native
- Knowledge of legislation and issues related to family violence situations;

- Knowledge of programs and services available to women and children
- Knowledge and understanding of Aboriginal culture and traditions
- Knowledge of the Occupational Health and Safety Act as it applies to the worker.
- Knowledge of the Workplace Hazardous Materials Information System.

### Skills

- Excellent verbal and written communication with a customer focus
- Ability to work in a team environment
- Ability to work independently and to exercise initiative
- Ability to effectively analyze situations quickly and apply sound judgement
- Flexibility and good organizational skills
- Strong conflict resolution and problem solving skills with the ability to handle stressful situations
- Ability to instruct, speak in public and facilitate to address family meetings, groups, workshops, one-on-one in order to consult with individuals, family members and / or other targeted groups
- Proficient in Microsoft Office Suite, other computer applications and technology
- Ability to observe and assess clients, enforce safety regulations and emergency procedures, and apply appropriate behaviour management techniques
- Ability to research available resources that promote wellness and health independence options

### Personal Attributes

- Be honest, trustworthy and maintain confidentiality
- Be respectful and empathetic
- Possess First Nation cultural awareness and sensitivity
- Possess a calm demeanor in responding to customers
- Strong interpersonal and communication skills
- Ability to take charge and motivate others
- Have enthusiasm, sense of humour, patience and self-control
- Ability to identify personal limits and abilities within role
- Be professional at all times
- Be flexible and adaptable
- Demonstrate sound work ethics

**Location:** This position will take place at the Women’s Shelter located at 13 Sawmill Road, Mississauga First Nation.

### **TO APPLY:**

Customize your cover letter and resume to the duties, experience, expectations and qualification listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. 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:

MAIL: Rita Chiblow, HR Advisor  
Mississauga First Nation  
P.O. Box 1299  
Blind River, Ontario P0R1B0  
Marked: CONFIDENTIAL

EMAIL: [ritac@mississaugi.com](mailto:ritac@mississaugi.com)

FAX: 705-356-1740

**Deadline: Friday, January 19, 2018 at 4:00 pm**

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