



<b>Position:</b>	Front Line Worker (1 -Part-time Casual Relief Required)	<b>Accountability:</b>	Women's Shelter Manager
<b>Hours of Work:</b>	Variable hours per week	<b>Employment Status:</b>	Part-time
<b>Circulation Level:</b>	III	<b>Preferences:</b>	MFN Member /persons of Aboriginal Decent

### **The Front Line Worker:**

- ❖ 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 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.
- ❖ Responds to crisis telephone calls and provide support, information and intervention according to the request and type of call/caller.
- ❖ 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.
- ❖ Ensures windows and doors are locked at all times.
- ❖ Creates safety plans with clients and families.
- ❖ Completes regular resident status and safety checks.
- ❖ Contacts appropriate authorities such as the Ontario Provincial Police or child welfare agency when required.
- ❖ Conducts intake and discharge process with clients and their children in crisis.
- ❖ Provides in-house orientation to new clients and oversee communal living requirements.
- ❖ Provides referrals, support documents and support for discharge.
- ❖ Assists with meal planning and preparation.
- ❖ Conducts general cleaning such as dusting, cleaning windows and floors and other areas
- ❖ 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 qualifications, skills, experience and attributes:

- ❖ Post-Secondary Diploma in the Social Services or health field and with a minimum of Grade 12 secondary diploma or equivalent
- ❖ 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).
- ❖ 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.
- ❖ Standard First Aid and CPR/AED.
- ❖ Mental Health 1<sup>st</sup> Aid (an asset).
- ❖ Life Skills Coach Certification (an asset)
- ❖ Knowledge of the Occupational Health and Safety Act as it applies to the worker.
- ❖ 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.
- ❖ 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.
- ❖ Be honest, trustworthy and maintain confidentiality.
- ❖ Be respectful and empathetic.
- ❖ Possess a calm demeanor in responding to customers.
- ❖ Strong interpersonal and communication skills.

- ❖ Ability to take charge and motivate others.
- ❖ Be professional at all times.
- ❖ Be flexible and adaptable.

**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 POR1B0  
Marked: CONFIDENTIAL

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

FAX: 705-356-1740

**Deadline: Friday, June 22, 2018 at 4:00 pm**

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