



Position: Front Line Worker

Salary: \$52,665 - \$59,841

Hours of Work: 40 hrs

Accountability: Women's Shelter Manager

Employment Status: Full time (2 year Contract)

Preferences: MFN Band Members

The Front Line Worker will:

- 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 into 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
- 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
- Contact appropriate authorities such as the Ontario Provincial Police or child welfare agency when required
- 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

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

- Minimum of Grade 12 secondary diploma, Post Secondary Diploma in Social Services field would be an asset
- Two (2) years experience in a social services organization
- 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.
- Willingness and ability to travel within region and/or between sites and to activities as needed.
- Standard First Aid and CPR/AED, Mental Health 1st Aid (an asset)
- Life Skills Coach Certification (an asset)

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:

Mississauga First Nation
P.O. Box 1299 Blind River, Ontario P0R1B0
Attention: Human Resources Department
Marked: **CONFIDENTIAL**

EMAIL: hrclerk@mississaugi.com **FAX:** 705-356-1740

Deadline: August 7, 2024

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