



Position:	Front Line Worker	Accountability:	Women's Shelter Manager
Hours of Work:	Vary according to need	Employment	Casual Relief
Circulation Level:	III	Status:	
		Preferences:	MFN Member /persons of Aboriginal Descent

The Front Line Worker will perform the following duties:

- ❖ 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 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 qualifications, skills, experience 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); knowledge of the Occupational Health and Safety Act as it applies to the worker; must have 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 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; 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; 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: Human Resources Department
Mississauga First Nation
P.O. Box 1299
Blind River, Ontario P0R1B0

Marked: **CONFIDENTIAL**

EMAIL: hrclerk@mississaugi.com

FAX: 705-356-1740

Deadline: *Until position is filled*

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