

SHEPHERDS

OF GOOD HOPE



JOB POSTING (External)

Position Title:	Casual Front Line Worker	Competition #	2025-025
Salary Range:	\$23.48 starting \$0.50 increases every 4 months (dependent on number of hours worked) up to max \$26.97	Position Type:	Unionized, Unifor 8300

Please submit resume and cover letter to hrrecruitment@sghottawa.com

Join us at Shepherds of Good Hope and add meaning to your work!

Shepherds of Good Hope (SGH) is one of the largest not-for-profit organizations dedicated to meeting the needs of individuals experiencing homelessness and vulnerably-housed individuals in the city of Ottawa. Many individuals who access our programs and services live with complex trauma, mental health challenges and substance use disorders.

A leader in supportive housing and harm-reduction, you'll be joining an organization that provides around-the-clock, comprehensive services to all genders in seven supportive housing, shelter and programming locations across the city. With 113 new units in development, Shepherds of Good Hope is transforming lives.

YOU can be part of the transformation.

At Shepherds of Good Hope you will find an inclusive environment, with dynamic and innovative programs that offer fulfilling work with flexible schedules to meet your needs.

You'll find permanent and part-time positions and many opportunities to upgrade your skills and advance your career. When you grow, we grow.

Ready to join us? There is a place for you here!

You are:	We are:
-Passionate	-Far more than a shelter and soup kitchen
-Driven	-A leader in harm reduction programming
-Hard Working	-A growing supportive housing provider
-Empathetic and Respectful	-A mini hospital (it's true- right in our shelter building!)
-Open Minded	-A strong community partner
-A Fast Learner	-An innovative and progressive organization
-A Good Listener and Communicator	-A caring and supportive employer
-A Team Player	-A diverse and dynamic staff team

We Invest in Our People!

We Can Offer You:

- Incremental raises of 50 cents every 4 months of full-time work
- Employee and Family Assistance Program for all employees, including casual
- Access to internal full time and part time contract and permanent positions. These offer:
 - An automatic \$1.00 an hour salary increase for regular part-time or full-time
 - A matching RRSP package
 - Competitive health and wellness benefits
 - A generous package of paid time off
- Opportunities for advancement- our organization is growing rapidly with frequent openings for case management, coordinator, management and other leadership positions.
- Support to develop your skills- SGH employees have access to an array of internal and external trainings, conferences and professional development opportunities
- A unionized environment with strong advocates for you. All non-leadership positions, including casual employees, are unionized.

An Experience Like No Other!

What You'll Be Doing:

- Meeting people where they are without judgement
- Supporting them to meet their needs, including:
 - Provision of basic needs like food, shelter, clothing and hygiene
 - Provision of medication according to program protocols
 - Referrals to internal and external supports and advocacy when needed
- Engaging with service users and residents, including conducting intakes, supportive counselling, recreation and life skills development
- Keeping detailed records, including log notes, incident reports, medication records and utilizing HIFIS booking system
- Crisis intervention, including assessing and de-escalating situations when possible, utilizing internal and external resources including security guards, nurses and emergency services according to situation and following emergency procedures
- Working as a part of an interdisciplinary team of health care and social workers, emergency services and partners within the housing and homelessness sector to ensure all community members' needs are met
- Maintaining health and safety standards within program including program cleanliness, with support of Facilities Services staff
- Ending chronic homelessness by supporting people to transition to and maintain housing
- Additional duties as required

Potential Hazards:

- You may encounter people in crisis, under the influence and with complex issues
- You may be required to perform duties such as the cleaning and sanitizing of bodily fluids and disposal of safe injection materials
- You may be required to respond to overdoses and other medical situations

What We Need from You

- Post-Secondary education in Social Sciences, Human Services, or comparable field of study **and/or** 2 years of experience in service user facing fields of work (i.e. customer service, hospitality, food services, etc.)
- Ability to work using a health promotion approach and harm reduction philosophies.
- Effective conflict resolution, problem-solving, and decision-making skills; good judgement.
- Knowledge of trauma, mental health, substance use disorder and poverty issues is an asset.

- Experience with Non-Violent Crisis Intervention and behaviour/ intoxication assessments is an asset.
- Proficiency in Microsoft Office and related software is required.
- Must be legally entitled to work in Canada
- Must be at least 18 years of age
- Able to lift up to 25kg.
- Able to read text and communicate orally in English. Ability to communicate in other languages is considered an asset.
- For successful candidates:
 - A recent vulnerable sector check completed at maximum 3 months prior to employment offer.
 - Health and Safety Training completed during onboarding and updated annually.

Scheduling Expectations:

- Casual staff must be available for six (6) shifts per week, with a minimum of two (2) shifts being overnights and two (2) shifts on the weekend per week.
- Shifts are awarded on a seniority basis. For new casual staff, the most common shifts available are overnight and weekend shifts or emergency/sick replacement shifts.
- It is an expectation that casual staff will work a minimum of 2 shifts per week.
- It is an expectation that casual staff will work at different locations across the city of Ottawa.
- All casual staff are expected to be available for 50% of holidays, including either Christmas Day or New Year's Day.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Shepherds of Good Hope is committed to diversity, equity and inclusion. We are responsive to the diverse needs of our service users, residents, staff and volunteers, including those with disabilities. Please inform us if you require any accommodations through the hiring process and we will be happy to work with you to meet your needs.