



Internal Employment Opportunity

Position Title:	Mobile Greeter
Component/Team:	Client Access Team
Status & Salary Scale:	Contract, Permanent, 0.5 FTE Part-time up to 1.0 FTE (17.5 - 35 hours per week) \$36,157 - \$43,561 annualized salary and benefits pro-rated to status and %10 Premium to the hourly rate for hours worked on Saturdays and Sundays.
Status & Salary Scale:	Part-time and Casual (no guaranteed hours) \$19.80 - \$23.86 per hour + 4% vacation pay in lieu of benefits and %10 Premium to the hourly rate for hours worked on Saturdays and Sundays.
# of Positions:	Multiple
Start Date:	Immediately

Position Description:

The role of the Mobile Greeter is to ensure that the first interaction that all clients and guests of the Centre is a positive one. The Mobile Greeter plays a vital role in establishing positive relationships with clients, and preventing and addressing incidents of escalated behaviour. The Mobile Greeter is a resource for clients, providing general information about resources available at the Centre to facilitate client engagement and access to services.

Skills, Education and Experience:

Requirements for this position include:

Education and Language

- College diploma in related field
- An equivalent combination of education and experience may be considered
- Under the Centre's designation to provide French Language Services:
 - French (oral expression): Advanced
 - French (oral comprehension): Advanced
 - French (reading comprehension): Advanced
- Fluency in English, both oral and written

Professional Experience

- One year experience working in a role that places an emphasis harm reduction, engaging clients and de-escalating problematic behaviour in a therapeutic manner.
- Experience working with a broad range of populations, including: youth, street-involved people, people with mental health and/or addictions issues, multi-cultural



Knowledge, Skills and Abilities

- Excellent interpersonal skills
- A non-judgmental and positive attitude towards street-involved people, people who are HIV+ or who are at risk of becoming HIV+ and people with addictions, mental illness and concurrent disorders
- Excellent active listening skills
- Knowledge of community resources in Ottawa
- Ability to work within a harm reduction framework
- Ability to de-escalate an acting out client in a therapeutic manner
- Ability to work under stress with multiple demands
- Ability to identify client service needs

Reporting Relationship:

The Mobile Greeter is directly accountable to the Director, Client Access Team and through the Director to the Executive Director.

Conditions of Employment:

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and will include some evenings and weekends. **Scheduling may entail 12 hour shifts.**

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

Accommodation:

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.

If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.

How to Apply:

To apply, please visit sandyhillchc.workable.com and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

POSTING DATE: January 26, 2018

CLOSING DATE: February 5, 2018 at 4:00 p.m.