



Support, every step of the way

EXTERNAL JOB POSTING

Job Title: Overnight Sleep Staff (2)

Program: Resettlement Assistance Program (RAP)

Posting Date: March 6, 2018

Status: Full-time; permanent, Union

Job Posting #: 925

Effective Date: April 1, 2018

Posting Closing: March 20, 2016 @4PM

Note: This is a permanent position starting the 01 April 2018. This position will be a job share position between two people.

Purpose The sleep shift will provide support to the government assisted refugees residing at the Wesley Reception Centre, for the Resettlement Assistance Program (RAP). In the Reception Centre setting, the Resettlement sleep shift will oversee the provision of temporary accommodation upon arrival for Government Assisted Refugees (GARs) should any crises arise. RAP supports the first steps in the integration process of newcomers and their families. In keeping with RAP objectives, the purpose of the role is to ensure a safe and healthy environment for newcomers during their first days of arrival. This is a non-administrative position that will be responsible for providing a timely response to any emergent matters that may arise through the night.

Duties

1. Ensure clients are safe during the night, if an emergency arises staff will respond as required.
2. To respond to GAR clients' needs, providing assistance and resources when necessary.
3. To promote a friendly, non-judgmental, non-discriminatory approach in every aspect of the work towards Newcomers clients (GAR) colleagues, management and all members of the agency.
4. To carry out any reasonable duties as required.
5. To keep all information relating to clients, staff and service users confidential, in accordance to Wesley's confidential policy.
6. To provides support to GARs at a reception Centre setting.
7. To assign and prepare rooms for clients arriving from the airport as required.
8. To provide information to GARs about rules and regulations of the Reception Centre for clients arriving late to the reception Centre from the airport.
9. To create and maintain a welcoming and safe housing environment within the current 24 hour, 7 days a week service model.
10. To work under a lens of integration with other Wesley programs, to ensure efficiencies are realized through evidence based practice.

11. To document incidents as required.
12. To ensure that records are kept confidential and secure at all times.
13. To report and communicate to Manager/ Supervisor on the progress strategies, challenges, and status of the program.
14. To communicate with day staff any presenting issues or concerns.
15. To identify professional development needs and opportunities; to take responsibility for self-directed learning in order to enhance job performance and program outcomes.

Qualifications

1. A College Diploma or higher, including studies pertinent to settlement, social services, adult education, community health and or migration issues.
2. Demonstrated capacity to respond to medical, emotional or other crisis as it may present.
3. Direct frontline experience working with newcomers.
4. Demonstrated commitment to a career in not for profit human services.
5. Fluency in English (verbal and written) required.
6. Fluency in at least one other language relevant to the client populations served (Arabic, Somali, Swahili or Persian) is a definite asset.
7. Strong and demonstrated understanding of child and family dynamics.
8. Strong understanding or experience of working with victims of trauma.
9. Excellent communication, organization, and coordination skills.
10. Proven ability to demonstrate Wesley Urban Ministries' mission, vision, and values.
11. Ability to work in a fast-paced environment and high stress situations.
12. Ability to work independently and as a team member.
13. Knowledge of the settlement services and integration process and working knowledge of challenges faced by Government Assisted Refugees who are new to Canada.
14. Extensive knowledge of community programs, services, and resources.
15. Flexibility with work hours.
16. Ability to recognize risk and take appropriate actions
17. Non-violent crisis intervention and 1st aid/CPR training is required.

It can be difficult to define the exact duties and responsibilities of any post and they may vary from time to time; but without changing the general purpose or the level of responsibility of the post.

Every member of staff is expected to accept an element of flexibility within their duties and responsibilities; when there may be changes within the organization or in order to meet the needs and standards of services.

Competencies

Customer Service

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
2. Helps to create and contributes to a work environment that embraces and appreciates diversity
3. Values and respects the internal and external customers to the organization

Accountability

1. Takes personal responsibility for the quality and timeliness of their work, and team work
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

Commitment

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach
2. Acts with integrity
3. Demonstrates a knowledge of the code of ethics of working in social services
4. Adapts to changing program requirements, conditions and work responsibilities

Please send resumes to: hr@wesley.ca

Wesley Urban Ministries is an equal opportunity employer. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please.

More information about Wesley can be found on our website at www.wesley.ca. Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at hr@wesley.ca.