



#14.20 Outreach Workers –On-call Casual

This posting is open to all qualified applicants.

Be part of a dynamic team that provides daily support to citizens in the downtown of Victoria. Our Place Society is a community center serving Victoria's most vulnerable citizens. We work as a team to create a nurturing atmosphere of home and family, where all are welcomed. **A team approach is critical to living out our mission and values and to directing our work.**

Position Overview

The Outreach Worker participates directly in the provision of services, resolves difficult or sensitive issues or problems and maintains a welcoming environment for a diverse homeless population, including people with mental or physical disabilities, people with addictions, women and aboriginal people.

Duties:

Under the direction of the Manager, Outreach:

- Acts as an advocate on behalf of family members, working for rightful justice and fair treatment, taking appropriate action to assist.
- Monitors computer lab, hygiene area, drop-in floor, courtyard and bathrooms.
- Maintains open lines of communication between various areas of OPS.
- Maintains a professional yet compassionate relationship with family members.
- Ensures program delivery is consistent with the OPS vision.
- Cross training in housing may be available.

Education, Abilities and Experience:

The ideal candidates will possess a related undergraduate degree or related diploma with training in mental illness/ addictions/special needs and their related issues. Programs such as: Mental Health Worker, Community Health Worker, Social Service Worker Certificate Programs or equivalent experience.

Skills and Abilities

- Knowledge of current social issues related to homelessness, mental illness and drug addiction.
- Good interpersonal skills. Must display tact and diplomacy.
- Ability to interact with people of all ages and cultural backgrounds.
- Ability to problem solve and deal with conflict effectively.

Working Conditions/Compensation:

Hours and shifts may vary – must be available for a variety of shifts on-call.

Compensation: \$ 18.23 per hour starting wage.

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience and qualifications by 4:30 p.m., July 18, 2014 to careers@ourplacesociety.com or to Our Place Society, Attention Careers, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "File 14.20 "Outreach Worker - Casual" in the subject line.

See job description below for more details.

Outreach Worker Job Description

Job Purpose

Reporting to the Outreach Manager, the Outreach Worker 2 develops and/or assists in the development of services and resources which will support the drop-in/outreach programs; this includes participation in all aspects of personnel, delivery of services, program development, evaluation and quality assurance. The Outreach Worker participates directly in the provision of services, resolves difficult or sensitive issues or problems, and maintains a welcoming environment for a diverse homeless population, including people with mental or physical disabilities, people with addictions, women, and aboriginal people.

Duties and Responsibilities

Outreach Services

- Assists in the planning, organizing, controlling and directing the provision of outreach services
- Ensures program delivery is consistent with Our Place vision.
- Monitors the services provided by volunteers to family members, for consistency, quality of guidance, suitability of activities, caring, etc.
- Assists in provision of health/nursing services through VIHA
- Discusses problem situations and remedies with lead workers and other outreach workers and participates directly in the provision for services to resolve difficult or sensitive issues or problems.
- Is aware of critical incident report procedures; follows all health and safety policies and procedures
- Suggests referrals to other agencies who may be better suited to serve a particular need
- Acts as advocate on behalf of family members, working for rightful justice and fair treatment, taking appropriate action with them against systems and/or people who oppress them
- Maintains knowledge of laws and legislation which affect our inner city family; Mental Health, Physical Health, Ministry of Employment and Income Assistance, City bylaws, Human Rights.
- Participates in ongoing education, including workshops and seminars on Alcohol and Drug Addictions, Mental Illnesses, AIDS, and other socially contracted diseases.
- Monitors Computer Lab, Drop-In floor, courtyard, and bathrooms
- Maintains open lines of communication between various areas of OPS
- Maintains a professional yet compassionate relationship with family members

Community Relations

- Assists with the Cold Weather Strategy program
- Liaises with partner agencies, and other professionals dealing with the homeless. Participates in cross-agency working groups as required.
- Develops and maintains cooperative working relationships with the various adjacent businesses, city departments, churches and community organizations providing social and human services.

Qualifications

Education and Experience:

- Post secondary education in a related field preferred, i.e. human services, counseling, health or education or related experience
- Experience working with the homeless and First Nations is preferred

Skills and Abilities:

- Knowledge of current social issues related to homelessness, mental illness and drug addiction.
- Knowledgeable of community resources
- Good interpersonal skills. Must display tact and diplomacy
- Ability to problem solve and deal with conflict effectively
- Excellent written and oral communication skills to deal with a broad range of professionals