

## Job Posting

# #22.117 Outreach Team Lead

## 919 Pandora

**\*Please See Below for Shift Details\***

*This posting is open to all qualified applicants.*

Our Place Society (OPS) is an organization founded on progressive Christian values and principles. 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:**

Reporting to the Community Centre Manager, the Outreach Team Lead is an important position as they provide leadership and support to both staff and service users. Team Leads model good work habits and set the tone for each shift. Team Leads foster a supportive and inclusive working environment in the Community Centre through active listening and setting an example of trauma informed care for service users.

The Team Lead advocates for service users, resolves difficult or sensitive issues or problems, responds to medical emergencies including overdoses, and maintains a safe and welcoming environment for a marginalized population.

The duties and responsibilities reflect the needs of our service users in the Community Centre. These duties are listed but not limited to the areas included below.

### **Duties and Responsibilities:**

- To work cooperatively with all staff and volunteers and to work alone responsibly.
- Provide supervision and support to the Outreach, Street Outreach and Hygiene Team while on shift.
- Assist the Community Centre Manager in interviewing and training new staff.
- To attend and represent the Outreach department as needed in any relevant Outreach/Operations meetings.
- Assists the Community Centre Manager in the planning, organizing, controlling, and directing the provision of outreach services.
- Liaise, if necessary, with other departments regarding Outreach related issues.

- Ensures program delivery is consistent with Our Place vision.
- Coordinate administrative duties for the Outreach Team such as bi-weekly scheduling, incident reports and associated paperwork.
- Discusses problem situations and remedies with 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 and follows all health and safety policies and procedures.
- Suggests referrals to other agencies that may be better suited to serve a particular need.
- Acts as advocate on behalf of service users, 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, First Aid, NVCI, Mental Illnesses and other related issues.
- 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.
- Ability to understand current social issues such as homelessness, drug addiction and mental illness.
- Attends Outreach Leads meetings with Manager and other meetings at Manager's request.
- Other duties as required.

### **Qualifications:**

#### ***Education and Experience:***

- Diploma in a related human, social services field.
- Two (2) years recent related experience including 6 months supervisory experience OR an equivalent combination of education, training and experience.

#### ***Skills and Abilities:***

- 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.
- Excellent written and oral communication skills.
- Ability to work closely with other service providers such as the Harm Reduction Site.
- Ability to work constructively with employees.
- Ability to work in an intense and challenging work environment.
- Ability to lift up to 30 lbs.
- Ability to navigate stairs and be on feet for up to 6 hours of shift.
- Ability to kneel down to ground to attend to overdoses and other medical emergencies.

### **Working Conditions**

**Shifts:** Monday to Friday 37.5 hours weekly.

**Compensation:** \$26.22 - \$28.92 per hour.

**Benefits:** 3 weeks' vacation. Excellent benefits after successful completion of 3 months of full-time employment.

### **How to Apply:**

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience and qualifications by 4:30 p.m. Monday, October 17<sup>th</sup>, 2022 to [careers@ourplacesociety.com](mailto:careers@ourplacesociety.com) or to Our Place Society, Attention Marion Hoadley, HR Director, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "File #22.117 – Outreach Team Lead – 919 Pandora" in the subject line.

**Please note: All applications must have a cover letter to be considered.**

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.

Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities.