

Job Posting

#23.09 Outreach Worker

919 Pandora Avenue

See Below for Shift Details

This posting is open to all qualified applicants.

Our Place Society is an organization founded on progressive and inclusive Christian values and principles. We work as a team to create a nurturing atmosphere of home and family, where all are welcome. **A team approach is critical to living out our mission and values and directing our work.**

Position Overview:

Reporting to the Community Centre Manager, the Outreach Worker provides support and information to Victoria's most marginalized population. The Outreach Worker will assist service users with all aspects of the Community Centre such as access to food services, hygiene, OPS programming and information on partnering community resources and government services such as social housing applications.

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:

Under the direction of the Community Centre Manager / Team Lead:

- Create a safe, welcoming, and calming environment for the individuals entering our facility. Stay observant of the environment and provide calming intervention as required to ensure the safety of everyone and ensure all policies are being respected.
- Provide first response to crisis intervention as required, including medical first response and overdose response.

- Communicate with team members, Manager and Team Lead and work alongside them to deescalate and resolve situations. Call for assistance when appropriate.
- Plans, prepares, and conducts basic individual counselling using techniques such as active listening, conflict resolution, basic psycho-educational group methods to resolve identified problems, needs and risks.
- Report all incidents, observations, and unsafe conditions through the proper procedures.
- Assists in the provision of outreach services.
- Develops and implements short-term, issue specific intervention plans within the program guidelines in consultation with the Supervisor such as housing referrals, income assistance forms, etc.
- Monitors the services in the Community Centre provided by volunteers to service users, for consistency of vision and mission.
- 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
- Monitors facility to maintain a clean and tidy state at all times.
- Provide one on one support to clients connecting them to various resources including detox referrals, counselling services, other housing providers.
- 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, AIDS, Harm reduction, treatment supports and other socially contracted diseases.
- Maintains open lines of communication between various areas of OPS.
- Liaises with partner agencies, and other professionals dealing with the homeless. Participates in cross-agency working groups as required.
- Monitors use of Community Centre by ensuring all patrons are currently welcome.
- Monitors washrooms to ensure service user safety and take action to clear if service users are engaging in drug use in the facility.
- Performs other related duties as required.

Skills and Abilities:

- Ability to understand 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 interact with people of all ages and cultural backgrounds.
- Ability to problem solve and de-escalate effectively.
- Excellent written and oral communication skills.
- Demonstrated ability to apply safe work procedures.
- Flexible and tolerant attitude to diverse cultures.
- Ability to work independently.



Hope and Belonging

- Ability to communicate effectively with clients and co-workers both verbally and in writing.
- Effective personal boundary setting skills with both clients and co-workers.
- Multi-tasking skills.
- 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.

Qualifications:

Education and knowledge:

- Diploma in a related human, social services field.
- Current First Aid certification.

Training and Experience:

- One (1) year recent related experience.

OR an equivalent combination of education, training, and experience.

Working Conditions:

Shifts: Full time, Monday to Friday, 8am to 4pm.

Compensation: \$23.03 to \$25.62 per hour.

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

This position requires union membership.

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. on Thursday, March 2, 2023 to careers@ourplacesociety.com or to Our Place Society, Attention Marion Hoadley, HR Director, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "File #23.09 – Outreach Worker" 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.