

Job Posting

#25.128 Street Outreach Worker

See Below for Shift Details

This posting is open to all qualified applicants.

Our Place Society (OPS) is an organization founded on inclusive and progressive Christian values and principles. We are driven by our values: hope and belonging, teamwork, unconditional love and safety. 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 and being part of the 919 Community Centre Team, the Street Outreach Worker provides support to homeless individuals on the street covering the downtown Victoria area. These individuals are living on the fringes in the Greater Victoria area and often fall between the cracks and do not frequent other community resources or have been banned from these facilities. The Street Outreach workers will be mobile and will meet homeless individuals wherever they are currently staying.

The goal is to build relationships with the homeless individuals, connect them to appropriate services, listen to their needs to assess and interpret behavior, assess risks, define problems, and provide the appropriate support and counselling. Develop and implement short-term issue-specific intervention plans within the Street Outreach program. Plans and conducts individual counselling sessions. Provides skill building in problem areas.

Duties and Responsibilities:

- Conduct van-based outreach to make contact with the most invisible and marginalized homeless individuals staying in parks, bus shelters, living in their vehicles wherever homeless individuals are known to reside.
- Will fill out appropriate forms and documents to get homeless individual(s) connected to supports such as housing and mental health. (ACT referrals, BC Housing applications)
- Respond to medical emergencies, including overdoses.

- 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.
- Provide transportation for homeless individuals to various appointments, i.e., medical appointments, housing appointments, detox, hospital.
- Gather information relevant to the client's problems, needs and risks by interviewing, observing behavior, meeting other service providers, and using a variety of inventories, checklists, and questionnaires. Reviews the information gathered to identify problems, needs and risks.
- Develops and implement short-term, issue specific intervention plans within the program guidelines in consultation with the Supervisor.
- Evaluates the effectiveness of the intervention plan and discusses related concerns with the Supervisor in order to resolve identified problems and move towards some defined objectives.
- Maintains related records and statistics and provides reports to the Supervisor as required.
- Liaises with and/or promotes the interests of clients with other community service providers, professionals and can accompany clients to meetings with other community services providers as required.
- Provide basic supplies to homeless individuals such as tents, sleeping bags and tarps.
- Case files should be maintained on the homeless individuals of whom service is being provided.
- Ensure program delivery is consistent with Our Place vision and values.
- Discusses problem situations and remedies with lead workers and Community Centre workers to resolve difficult or sensitive issues or problems.
- Is aware of critical incident report procedures and follows all health and safety policies and procedures.
- Participates in ongoing education, including workshops and seminars on Substance Use Disorder, NVCI, Mental Illnesses, HIV, and other communicable diseases.
- Maintains open lines of communication between various areas of OPS.
- Report all incidents, observations, and unsafe conditions through the proper channels.
- Liaise with partner agencies, and other professionals working in the field.
- Perform other related duties as required.

Skills and Abilities:

- Knowledgeable of community resources.
- Crisis Intervention skills including de-escalation skills.
- Good communication and 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.
- 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.
- Valid BC Drivers' License, Class 5 with a clean abstract.

Training and Experience:

- A minimum of one (1) year of related experience.

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

Working Conditions:

Shifts: Full time, 37.5 hours/week, Monday to Friday, 7am to 3pm

Compensation: \$31.56 to \$33.54 per hour

Benefits: Vacation is accrued at a rate of 6% or in accordance with your length of service as per the collective agreement (Article 18.1). Eligible for a 100% employer paid comprehensive benefits plan, including health and dental coverage, after completion of probationary period.

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 3pm on Tuesday, October 21, 2025 to careers@ourplacesociety.com or to Our Place Society, Attention Ryan Brost, HR Manager, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "File #25.128 – Street 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.