

We're Hiring!



MOBILE OUTREACH WORKER

Posting Requisition	22269	Program	<i>Homelessness Services</i>
Job Type	<i>Temporary, Part-time until September 01, 2023</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>14 hours per week (Sat & Sun)</i>	Closing Date	<i>Open until filled</i>

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

The Outreach Worker is expected to engage visibly homeless people living in public places, provide on-going support as needed, develop case plans and build relationships with the diverse range of community groups and connect people to that network in order to ease access to supports and services.

The Outreach Worker is required to work in a dynamic environment. This calls for flexibility to meet the emerging trends/demands in the job. A high level of motivation and sensitivity is required to effectively deliver services in a practical way to a variety of people.

ACCOUNTABILITIES

- Adheres to the policies and standards of Options Community Services Society, as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- To locate homeless people who are in need support services and who otherwise would not seek assistance.
- To engage with homeless people and provide supports, which will help them stabilize their lives.
- To connect people with income support. This may include making and accompanying people to appointments.
- Where possible assist people to locate a rental unit and ensure that an Intent to Rent form and/or a social housing application have been completed.
- Provide follow-up supports to ensure people have effectively transitioned to housing and related health and social service programs and services.
- To provide links to learning and follow up related to the areas of lifeskills, personal health, hygiene, household management, financial management, crisis intervention, problem solving.
- Maintain timely statistics regarding all contacts and activities.
- Act as a go-between with community agencies and businesses to accomplish program needs and ensure a smooth flow of information and resources.
- Foster and maintain excellent relationships with health and social service professionals involving client needs.
- Provide an ethical, efficient and beneficial approach when dealing with crisis intervention in a timely manner.
- Nurture existing service collaborations and foster new collaborative approaches to service that aid the Outreach Worker to deliver service in a professional manner.
- Keep the Shelter residential team informed about case planning and goal direction of a client involved with Outreach Services and staying at the Shelters.
- Provide input when required about strategic planning and program direction.
- Additional duties may be required/assigned or existing duties modified by the supervisor as circumstances dictate.
- Follow written and verbal directives from the immediate supervisor, Executive Director or designate.

We are an equal opportunity employer committed to hiring a diverse workforce

Posted: 2023-Mar-14

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QUALIFICATIONS

Education, Training, and Experience:

- Post secondary education in social services or related field, or a combination of education and experience
- Demonstrated experience working with people with complex needs, which could include mental illness and addictions.
- Demonstrated experience and competency working at the street level with marginalized people
- First Aid Certificate required.
- Must have an unrestricted Class 5 B.C. Driver's License and reliable vehicle for work purposes.

Skills and Abilities:

- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Able to search out homeless and at-risk people
- Exhibit high degree of empathy
- Excellent written and verbal communication skills
- Good knowledge of community resources
- Knowledge and experience in de-escalation
- Able to adapt service strategies to meet the individual needs of the target population.
- Transport clients when appropriate.
- Provide Safe Care (physical and emotional safety) to the client.
- Be aware of potentially dangerous situations and take measures to minimize risk.
- Maintain confidentiality at all times
- Participate in training as required or directed
- Willingness to work flexible hours - some early mornings, evenings and weekends and to work outdoors
- Food safe an asset
- Non-violent crisis intervention training (NCPI) an asset

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.
- Applicants with lived experience are strongly encouraged to apply.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

PLEASE APPLY TO: Marisca Yackimec, Assistant Program Manager

Options Community Services Society

Email- marisca.yackimec@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22269] and outlining your qualifications and related experience for the position.