



37930 Third Avenue, PO Box 994, Squamish, BC V8B 0A7
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JOB TITLE: PROGRAM OUTREACH WORKER

Job Summary:

The Outreach Worker reports to the managers and/or Executive Director and works in accordance with the mission, values and philosophy of the Squamish Helping Hands Society.

The Outreach Worker is responsible for program development and support services for individuals in the community who are homeless or at risk of homelessness, helping them to work towards safer, more stable and independent living. Using best practices of a harm reduction and trauma-informed approaches, outreach workers build relationships with program participants in order to provide support, referrals, information, crisis intervention, and enhanced wellness for those in need.

Duties and responsibilities include:

- Participating in the creation of shelter, transitional housing and community-based programs for Squamish Helping Hands that are designed to support personal growth and independence with dignity.
- Facilitating community partnerships with an aim towards aligning a coordinated, client-centered community support system for our shared community clients.
- Implementing day to day program delivery
- Working with clients who are participating in a variety of SHHS programs; make solid connections with them and ensure they are connected with local resources
- Creating client-centered case plans alongside clients and/or liaising between caseworkers/managers and community partners supporting client-focused case plans.
- Recording and reporting case histories and program statistics
- Acting as an advocate for clients, assisting with forms and services such as ID assistance, housing & MSP, and fair PharmaCare applications, EI, workers compensation and other forms and applications as needed.
- Supporting clients (be their safe person) as they navigate through addictions and mental health issues and services

Specific Duties & Responsibilities:

Program Development and Coordination

1. Building and maintaining a network of positive working relationships with other community service providers, community groups, etc. to develop programming, coordinate program delivery, ensure effective referrals and a good continuum of care
2. Securing resources (financial, in-kind, and relationships) to support programming as well as actively promoting, participating and spearheading community fundraising/friend raising activities as required
3. Consult with and report to immediate supervisors on a regular basis

4. Participate in program development through collaboration with the management team and making recommendations to create and enhance programming designed for marginalized individuals overcoming multiple barriers including substance abuse and mental health issues.
5. Positively address all concerns, incidents or crises which affect the program mandate
6. Maintain accurate logs and compile statistical records to support program needs and inform ongoing program development and evaluation
7. Provide orientation and training for volunteers as needed and assist with coordination of volunteers
8. Perform other related duties as assigned and required.

Client Support

1. Partner with caseworkers in working alongside clients in developing case plans that meet their needs based on a client-focused model of care
2. Assist clients to identify the services they require and assist them in navigating access to services, including advocating for clients
3. Support clients in developing independent living skills such as budgeting, meal planning, communication skills, and conflict resolution.
4. Implementing and facilitating group programming including but not limited to: Wellness and Life skills, Financial Literacy, Vocational training and placement, Fitness and Physical wellness, haircut and shave clinics, Cooking classes, Therapeutic Arts programs, Gardening Program, Recycle Bicycle, Recovery Support programs and any other programming aimed towards increasing the quality of life and independence of our clientele.
5. Support and encourage clients in Emergency Shelter and low -barrier housing towards appropriate housing with highest level of independence possible
6. Support clients in transitional housing to independent living
7. Prepare and submit case history reports to managers
8. Join Homeless Outreach Worker (HOW from SSCS) for home visits and walks into the bush and out of the way places where people may live.
9. Conduct comprehensive program orientation for all clients/residents and regularly monitor understanding and compliance
10. Participate in Program Eligibility meetings with clients and management
11. Driving clients to appointments such as housing interviews and medical appointments.
12. Foster positive relationships with clients based on patience, empathy, dignity, mutual respect and confidentiality.

Qualifications:

- Diploma in Social Work, community social services or relevant discipline
- Minimum two years previous experience working with homeless and at-risk individuals
- Current certification in First Aid/CPR and Food Safe
- The successful candidate will be subject to a Criminal Record Check
- Valid Driver's License
- Willing to work a flexible schedule in order to best meet the needs of the clients.
- Strong computer skills, able to learn new applications and use a multitude of applications for communication and documentation.

Skills and Abilities

- Demonstrated ability to work independently and within a team environment.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Demonstrated experience working with disadvantaged adults who are experiencing homelessness, substance use, mental health or other barriers to independence
- Ability to build relationships within the community that will facilitate a continuum of care that is client-centred and that mobilizes resources to support agency programming.
- A working knowledge of community resources and the ability to liaise with service providers such as government agencies and community organizations to help others access support
- Demonstrated ability to be open-minded and non-judgmental.
- Strong working knowledge of common computer programs
- Strong understanding of issues facing people with barriers and related knowledge of relevant services and programs available both locally and provincially.
- Demonstrated ability to take direction from others.
- Demonstrated ability to understand and maintain client/ worker boundaries.

JOB CLASSIFICATION: Program Outreach Worker

Grid Level: 12 - \$24.48

Hours: Negotiable and flexible

BCGEU membership required

To apply, please send a resume and cover letter to info@shhs.ca