



## JOB POSTING

**Posted: February 27<sup>th</sup> 2024**

Castlegar & District Community Services Society invites applications for one temporary and casual project position:

**Job Title:** Street Outreach Worker – Temporary, Casual  
**Program:** Homelessness Initiatives Program  
**Classification:** Adult, Child and/or Youth Worker, Grid 11  
**Rate of Pay:** \$26.74/hour  
**Length of Project:** Until April 30<sup>th</sup> 2024

This temporary Street Outreach Program is a community-funded initiative, managed by CDCSS, and with considerable in-kind support from CDCSS. This posting is for a Casual Position, which is to receive shifts on-call with no set schedule.

### **Overall Job Function (see detailed job description below):**

The role of the Street Outreach Worker is to deliver supportive services to adults living without homes within the city of Castlegar. Support services will include, but not be limited to, delivering harm reduction supplies, food, tents, blankets to those in need, making referrals to needed services, offering support to local businesses who call with concerns, working in collaboration with the Community Harvest Food Bank outreach volunteers and other community service providers, tracking client contacts and the nature of interventions, completing incident reports, and providing regular written updates to the employer.

### **Qualifications:**

**Educational Qualifications:** Diploma in related human/social service field plus one (1) year recent related experience, or an equivalent combination of education, training and experience.

### **Skills and Abilities:**

Proven ability to work well with diverse populations, in particular, the unsheltered homeless population; proven crisis management skills; excellent verbal and written communication skills; ability work collaboratively with emergency personnel, other community service providers, and team members; good organizational and time management skills; ability to relate well to the public, especially business owners; valid Class 5 drivers license.

**Hours of Work:** Shifts are 2-8pm Wednesday-Friday and 3-9pm Saturday and Sunday.  
Shifts for this position will be distributed by on-call.  
**Duration of Position:** Commencing asap until April 30 2024  
**Posting Date:** February 27 2024

Send applications via email to [info@cdcss.ca](mailto:info@cdcss.ca), we are accepting applications until filled.

## JOB DESCRIPTION

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<b>Job Title:</b>	<b>Street Outreach Worker</b>
<b>Program:</b>	Homeless Initiatives Program
<b>Last Updated:</b>	April 2023
<b>Effective Date:</b>	December 2023
<b>Classification/Benchmark:</b>	Adult, Child and/or Youth Worker
<b>Standard Wage Grid:</b>	11 (\$26.74/hour)
<b>Reports to:</b>	Homelessness Initiatives Program Manager
<b>Job Summary:</b>	Provides a range of outreach services to the homeless population in the Castlegar and surrounding district. Liaises with businesses, other service agencies, and non-profits.

### Key Duties and Responsibilities:

1. Provide street outreach services to individuals. This includes, but is not limited to, assessing individual needs, supporting with barriers that are causing or creating continued risk of homelessness, assisting with referrals to housing and other services, providing resources such as delivering food, harm reduction supplies, gas/food cards (if available), and following up with individuals to assist in their ability to maintain housing.
2. Develop case plans for those individuals who wish to create longer-term changes in their lives; this includes working in collaboration with Mental Health and Substance Use Services and/or physicians to make referrals to substance use treatment programs; create and maintain client files to ensure follow up, report on clients' progress, and to note related concerns.
3. Provide general support to individuals by using techniques such as active listening, conflict resolution, and assistance to resolve identified problems, needs, or risks.
4. Provide follow up support to those who are housed to ensure that housing breakdown does not occur.
5. Provide crisis intervention to individuals, as required; this includes calling emergency personnel as required, administering Naloxone, etc.
6. Track client intervention data, as per data sets provided; maintain related records and statistics and provide reports to the employer as required.
7. Work in collaboration with program manager to discuss individual situations, problem-solve, and to determine best courses of action.
8. Liaise regularly with other Street Outreach workers and program manager to ensure the program is running smoothly.
9. Ensure that the Outreach van is serviced appropriately and that it is in good operating condition; all vehicle needs are to be brought to the manager's attention.
10. Performs other related duties as required.

**Qualifications:** Diploma in a related human/social service field, plus one (1) year recent related experience, or an equivalent combination of education, training and experience. Must have valid First Aid Certification.

### Job Skills & Abilities:

- a. Proven ability to work with diverse populations, cultures, lifestyles, abilities etc.

- b. Excellent communication skills, both verbal and written.
- c. Proven ability to relate to and work effectively with a chronically unhoused population.
- d. Ability to work collaboratively with partnering agencies and organizations.
- e. Good organizational, case management, time, and stress management skills.
- f. Strong knowledge of community resources relevant to this population.
- g. Community public relations experience considered an asset.
- h. Class 5 driver's license required for driving agency van.