

JOB PROFILE

POSITION:	STREET OUTREACH WORKER
PROGRAM:	
DIVISION:	
IMMEDIATE SUPERVISOR:	Housing Director
HOUR OF WORK:	9 am – 5 pm, 40 hours per week, includes 1 hour paid lunch
NUMBER OF DIRECT REPORTS:	None

POSITION SUMMARY:	Your working partnership with the Niagara Assertive Outreach Team will allow you to provide culturally supportive outreach in a team setting. Their street-based response facilitates engagement with individuals at a time where they are most likely to engage; truly meeting the client where they are. Working with the Niagara Assertive Outreach Team will inform Indigenous service providers of gaps in services and inform policy and strategic plans.
QUALIFICATIONS:	<ol style="list-style-type: none"> 1. Humanities, Social Services Diploma or related field 2. Previous related employment experience, an asset 3. Experience in the mental health field and/or addictions 4. Experience working within an Indigenous community-based organization 5. Non-Violence Crisis Intervention Training an asset 6. Lived experience with the homeless population, an asset
REQUIREMENTS:	<ol style="list-style-type: none"> 1. CPIC – VULNERABLE SCREENING 2. Valid Drivers License 3. Valid Insurance with appropriate liability to transport clients 4. Drivers Abstract 5. First Aid & CPR Certification 6. Up-to-date immunization record

KNOWLEDGE, SKILLS, ABILITIES and OTHER ATTRIBUTES
<ul style="list-style-type: none"> • Knowledge of homelessness and outreach system • Knowledge of Indigenous community-based organizations • Knowledge of social barriers and challenges faced by urban Indigenous people • Knowledge of traditional and cultural practices • Ability to network and work collaboratively with internal programs and external agencies • Communication skills and ability; both verbal and written • Computer skills and abilities with Word, Excel and Outlook • Knowledge of harm reduction principles and practices • Conflict resolution skills and abilities • Diplomacy skills and abilities;

DUTIES, RESPONSIBILITIES AND ACCOUNTABILITIES

1. Connects with individuals experiencing homelessness to provide support and resources, aiming to help them access housing, shelter, and other necessary services.
2. Build relationships, assess needs, and connect people with appropriate programs and services, often working in a variety of settings like streets, shelters, and community centers.
3. Engaging with individuals experiencing homelessness: This involves actively seeking out individuals on the streets, in encampments, or in other public spaces to build rapport and trust.
4. Conducting needs assessments to identify housing, health, and other relevant needs, and providing information and support to address those needs.
5. Connecting individuals with services by making referrals to shelters, housing programs, healthcare providers, employment services, and other relevant resources.
6. Representing the needs of individuals experiencing homelessness to other agencies and systems, such as shelters, social services, and healthcare providers.
7. Documenting interactions with clients, services provided, and progress made in case files.
8. Collaborating with other outreach workers, case managers, and agency staff to ensure coordinated and effective service delivery.
9. Developing relationships with local businesses, community organizations, and other stakeholders to create a supportive network for individuals experiencing homelessness.
10. Distributing supplies like naloxone, sterile drug use supplies, and providing education on harm reduction practices.
11. Assessing and responding to immediate needs in emergency situations, such as providing first aid or connecting individuals with emergency services.
12. Identifying and addressing safety concerns for individuals experiencing homelessness and working to create a safer environment.

CONDITIONS OF WORK
<ul style="list-style-type: none"> • Working directly with individuals living in poverty
<ul style="list-style-type: none"> • Working directly with individuals experiencing crisis, living rough or living in public spaces
<ul style="list-style-type: none"> • Working in a stressful environment where there are mental and emotional demands – this work is a high level of unpredictable work that could include life threatening situations
<ul style="list-style-type: none"> • May be exposed to but not limited to infectious waste, diseases, conditions, HIV, hepatitis and COVID 19 viruses
<ul style="list-style-type: none"> • Interacts with residents, family members, staff, visitors, government agencies/personnel under all circumstances,
<ul style="list-style-type: none"> • Exposure to traumatic situations
<ul style="list-style-type: none"> • Manual dexterity required to use desktop computer and peripherals
<ul style="list-style-type: none"> • Intermittent physical activity including walking, standing, sitting