

## Job Posting

**URGENTLY HIRING**

**POSITION TITLE:** Outreach Worker

**DEPARTMENT/PROGRAM:** Outreach Program

**REPORTS TO:** Outreach Coordinator

**PURPOSE:** S.H.I.F.T. (Support and Hope for Individuals and Families Today) provides safe, respectful, and welcoming overnight accommodation, meals and supports to those experiencing or at-risk of experiencing homelessness and/or food insecurity in South Simcoe. We are committed to facilitating connection to further services, resources, and community.

We believe that homelessness and/or food insecurity is a crisis that a person is experiencing; and that this experience does not define a person. Our goal is to provide services in which individuals experiencing poverty feel safe, supported, and welcome. Our focus is on offering safe and supportive access to services, while providing resources for community-building.

We are currently seeking individuals to assist in the seamless functioning of our housing-focused outreach program that operates 7 days a week throughout the 5 municipalities that make up South Simcoe. The Outreach Worker will work one of two shifts encompassing a combination of early mornings, days, evenings, and weekends.

**Please note: This is a PERMANENT contract, subject to yearly renewal based on employee performance and the availability of sufficient program funding.**

**Multiple positions available. FULLTIME and PARTTIME positions will be considered.**

**LOCATION:** Based out of 123 Victoria St. W. Alliston, but mobile throughout South Simcoe.

### **OVERVIEW OF RESPONSIBILITIES:**

- Participant Screening, Assessment, and Intake
  - Act as the first line of contact to engage and support participants as they access the S.H.I.F.T. Outreach program and maintain appropriate reporting and documentation for clinical purposes.
- Brief Case Management, Shelter Diversion, and Data Management
  - Assess participants needs through a Diversion lens and conduct brief case management with a specific focus on establishing housing-related goals/tasks for continued support through outreach services, when necessary, maintaining appropriate and timely documentation and records.
- Collaboration and Communication
  - Uphold positive and professional collaborations with community partners, and work alongside and supervise specially trained volunteers, modelling S.H.I.F.T. policies/procedures and provide oversight to support staff for housing-related activities/tasks in support of participants.
  - Maintain open and appropriate communication with all staff, volunteers, and supervisors, and utilize available supports and supervision, as necessary.
- Cleaning and Inventory:
  - Adhering to proper health and safety protocols, perform routine cleaning and garbage duties daily and complete regular inventory of Outreach program supplies.

## **OCCUPATIONAL HEALTH & SAFETY:**

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand, and adhere to S.H.I.F.T.'s health and safety policies and procedures and keep up to date on any changes, particularly as it relates to new/emerging information related to infection prevention and control.

### ***IPAC considerations:***

S.H.I.F.T. has strict health and safety protocols, including active screening and appropriate use of PPE during shift. All employees are expected to learn, understand, and adhere to the specific measures implemented in compliance with the recommendations of the local public health authority.

## **QUALIFICATIONS:**

- Diploma or degree in social/human services related field and/or relevant education and experience.
  - Willing to consider individuals in progress of obtaining the same.
- Lived experience of homelessness and/or experience working with homeless and/or marginalized individuals is an asset.
- Experience with and working knowledge of HIFIS an asset.
- Demonstrated competence to work with challenging behaviour and stressful situations and possess effective conflict and crisis management skills.
- Excellent interpersonal, verbal, and written communication skills and ability to set effective personal boundaries with both clients and co-workers.
- Proven ability to problem-solve, multi-task and work both independently and as an effective team member.
- Certification or ability to become certified as soon as possible in NVCI (Non-Violent Crisis Intervention) and Level C First Aid and CPR, including working knowledge of AED is required.
- Vulnerable Sector and Police Check required.
- A valid class G Driver's License and clean Drivers Abstract required.

## **SCHEDULE & WORKING CONDITIONS:**

Contract, **starting as soon as possible**. Includes combination of weekdays and weekend rotation.

Early (7:00am – 3:30pm) and late (2:00 – 10:30pm) shifts or a combination of both are available.

This position works in a direct capacity with vulnerable individuals experiencing a myriad of challenges. It includes a combination of street, outdoor, and vehicle-based outreach, working in all weather conditions.

Employees are expected to wear clothing, outerwear, and footwear appropriate to the working and weather conditions.

**WAGE:** Starts at \$20.70.

## **HOW TO APPLY:**

Email your resume and a letter explaining what makes you a great candidate for this position.

Please send to Program Coordinator - Lee [Lee.Theron@shiftforgood.ca](mailto:Lee.Theron@shiftforgood.ca)

Please quote "**Outreach Worker**" in the title of your email.

*S.H.I.F.T. is a progressive work environment committed to the principle of employment equity, to respecting diversity and to providing employees with a work environment free of discrimination and harassment. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs.*