

Full-Time Outreach Worker (Reaching Home)

Connective is a dynamic non-profit organization that provides innovative programming in the social services sector. We strive to create safe, healthy, and inclusive communities for all.

ROLE PURPOSE

This position will provide intensive supports and services to individuals experiencing, or at risk of, homelessness in a flexible, compassionate, and responsible manner.

HOURS

Full-Time, Monday to Friday, 0900 – 16:30.

Flexible hours based on client needs, including some evenings and weekends.

LOCATION

Vancouver

KEY ACCOUNTABILITIES

- Assists individuals with locating and securing safe and affordable housing
- Provides individuals with the support to maintain housing through landlord-tenant mediation
- Works in collaboration with the client to formulate a comprehensive service plan that is reviewed and modified with client on a regular basis
- Provides outreach, case management, counseling, advocacy, and other needed services to clients in any environment including: the streets, shelters, hospitals, institutions, apartments, and office
- Provides individually tailored services to each client—i.e. housing placement, independent living skills, vocational guidance, appointment escorts, information and access to integrated substance use treatment and counselling including, family, relationship, parenting
- Maintains written and computerized records, compiles reports and completes other program documentation (including case notes, statistics, letters, available file information, etc.) in accordance with the policy and procedures manuals of the society and in accordance with funder requirements
- Supports and provides services for all clients who have histories of homelessness and lived experiences of facing multiple barriers such as substance abuse, mental health, involvement in the criminal justice system, and trauma
- Initiates, coordinates and monitors referrals to community services, and advocates client participation in them
- Creates, builds, and fosters partnerships with housing providers and landlords
- Educates, informs and advocates for clients regarding benefits and entitlements (social assistance, rental subsidies, employment supports, low-income services)
- Participates in staff meetings and meetings with project community partners as instructed by the Program Manager

OUR VALUES

- Inclusive ·
- Accountable ·
- Person-Centered ·
- Collaborative ·
- Determined ·

EXPERIENCE AND SKILLS

- A Diploma in Social Services and one-year relevant experience is preferred; inhouse training can be provided for the right candidate
- Combination of work experience in the social services sector particularly, working with federal or provincial clients in a correctional environment or on a supervised release; acquired knowledge of the continuum of housing and barriers to accessing safe and affordable rental markets; and serving socially marginalized or disadvantaged populations with complex and multifaceted needs
- Demonstrated and clear ability to respond well in crisis situations
- Sensitivity to the unique needs of those of Aboriginal ancestry and ethno-cultural groups, and persons with disabilities
- Ability to deal with potential violence
- Excellent written and verbal communication skills in English

REQUIREMENTS

- Ability to successfully complete a Vulnerable Persons Criminal Records Check
- Ability to successfully pass a reference check
- Current Emergency First Aid Certificate
- Valid driver's license
- Personal transportation that is in good repair, insured for business up to \$1,000,000 for liability, and which can be used to transport clients

COMPENSATION

As Connective is a unionized environment, the starting wage is \$23.10 per hour. The wage will increase with every 2,000 hours worked up to a maximum of \$26.91 per hour.

WHAT WE OFFER?

- Committed Living Wage Employer
- Competitive benefits package, including health, wellness, and pension plan
- Career and personal development, with the ability to grow in a diverse range of programs
- Access to a range of staff mental health supports, including an inhouse counsellor, Employee Family Assistance Program, and Critical Incidents Stress Management

DIVERSITY, EQUITY AND INCLUSION

At Connective, we value and accommodate unique differences to ensure that our staff have the opportunity and are supported to thrive. To build a strong and representative workforce, we encourage applications from all qualified applicants, including but not limited to members of communities that are disadvantaged on any grounds, including Indigenous Peoples, people of colour, people of all genders and sexualities, and people with disabilities.

HOW TO APPLY

Please submit your application with a cover letter and resume with the subject line "Full-Time Outreach Worker (Reaching Home)" to careers@connective.ca.

