



## **JOB DESCRIPTION**

**TITLE:** Outreach Worker

**SUMMARY:** The outreach worker will be under the direction of the Executive Director and the guidance of the other Link Managers as well as Program Facilitators. The incumbent will provide support, community connections, life and parenting skills, and knowledge via outreach services. Other responsibilities include direct individualized participant support for parents and children, assisting with recruitment and retention strategies, undertaking program reporting and other documentation, and carrying out program promotion and advertising. The incumbent will also provide general program support and assistance to all Link programs when needed.

A key aspect to this position is working cooperatively with a variety of individuals in a caring, approachable, non-judgemental manner that encourages others to feel comfortable and respected.

### **RESPONSIBILITIES:**

Responsibilities of the position include, but are not limited to:

#### Individualized Outreach Support

- Provide culturally inclusive and participant focused support services
- Meet individually with participants to mentor, offer guidance, direction and support
- Develop community relationships with other service providers and facilitate participants connections
- Respond to participants who are in crisis, providing immediate support and referrals
- Assist individual participants with mutually agreed upon goals and objectives
- Conduct research and identify appropriate resources for participants
- Advocate for families with community agencies and professionals including physicians, BC Housing, community counsellors, Ministry of Children & Family Development (MCFD), Early Intervention Services, etc.
- Promote The Link programs and services within the community
- Where possible, promote awareness of marginalization and disabilities and their broad impact on families, communities and societies
- Provide transportation if necessary, to programs, appointments, MCFD, social events and outings

#### Outreach Documentation

- Take responsibility for participant registration processes, including completion of the registration and intake forms
- Assist participants with the on-going intake processes
- Maintain accurate participant records and statistics for reporting
- Complete and submit, as required, necessary records and reports and provide other clerical or administrative services

## General

- Participate in staff and committee meetings to assist in achieving the Society's goals
- Promote a positive and respectful work atmosphere by interacting and communicating in a professional manner.
- Participate as part of a team that is actively engaged in contributing and accomplishing the mission, vision and goals of the LDFES in supporting women and families of the Lakes District.
- Ensure the protection of privacy for all of the participants, clients, volunteers, staff and contractors
- Work cooperatively with a variety of individuals and professionals to promote a positive team environment
- Follow existing safety procedures and report safety concerns to your supervisor
- Other related duties upon request

## **SKILLS REQUIRED:**

- One to two years of post-secondary education in a relevant area with two years of job-related experience
- Relevant experience and/ or training related to service delivery for those facing poverty or other life circumstances that create risk factors for individuals and families, including the impact of FASD and trauma-related issues
- Understanding of local First Nations and respectful, culturally sensitive practices
- Proven ability to deliver services with a caring, approachable, non-judgemental demeanor which encourages clients, team members and others to feel comfortable and respected
- Excellent interpersonal, communication (written and verbal) and customer service skills
- Excellent organizational, planning, problem-solving skills
- Ability to work independently employing initiative and judgement at a high level
- Experience working effectively in a collaborative model within teams and communities
- Knowledge and understanding of issues related to substance misuse, poverty, family violence, FASD and trauma related issues
- Experience with family and participant centred practice
- Understanding of child development needs and cultural variances on child rearing philosophies
- Demonstrated ability to work and communicate effectively within a team environment
- Strong computer proficiency, word processing and data base skills
- Ability to handle information in a confidential and professional manner

## **WORKING CONDITIONS:**

- May be required to work evenings and weekends
- Use of personal computer and cell phone may be required
- Office use and location may fluctuate
- Will be required to use own vehicle
- Frequent travel within the region and overnight stays may be required

## **SPECIAL CONDITIONS:**

- Initial and on-going employment is subject to submission of a clear Criminal Record check
- Must possess, as stated on the Driver Information form, valid class 5 driver's licence, satisfactory driver's abstract, appropriate insurance coverage, and as well as clear a vehicle safety inspection