

## Employment Opportunity

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|---------------------------|--|
| Position:                 | Outreach Worker I<br>Permanent full time |
| Start Date:               | As soon as possible                      |
| Competition Closing Date: | When suitable candidate has been found   |
| Salary Range:             | \$22.97 – \$27.35                        |

### Reports To

The Interviewer reports to the Outreach Department Manager

### Job Overview

The Interviewer is the Outreach Department’s first visible link to the local community. Community members will often learn (and assume) more about available Outreach supports from their interactions with the Interviewer, than from any other source, and so it is imperative that the Interviewer presents (and represents) the MHCHS’s Outreach Department from a respectful, non-judgmental, solution-focused approach.

### Responsibilities and Duties

- Conduct daily interviews (in-person and over the phone) with individuals who are homeless or at-risk of becoming homeless. The interviewer will ask questions using the Service Prioritization Decision Assistance Tool (SPDAT) to obtain various specified information.
- Identify and resolve inconsistencies in interviewee’s responses by means of critically thinking through appropriate questioning and /or explanation.
- Guide individuals in process of filling out applications and/or reports. Submit and/or make referrals to community partners as needed
- Advocate for individuals and/or families as deemed appropriate
- Explain next-step support process to interviewees, and interpret questions to assist in interviewees’ comprehension
- Review information obtained from interview for completeness and accuracy
- Submit interview information into ETO database within established policy timeframe, and submit file to Manager for review and consideration for best support fit
- Participate in training sessions relevant to role (SPDAT, Motivational Interviewing, Communication)

- Perform other office duties as assigned such as managing filing system, inventorying necessary office paperwork, etc.

## **Qualifications**

### **Education Level**

- Post-secondary diploma or degree in Communications or Office Administration (other relevant discipline may be considered)

### **Experience**

- Fluent in written and spoken English (ability to communicate in additional language(s) will be an asset)
- Experience working with industry standard computer software and database
- Experience utilizing a strength-based approach with citizens struggling with homelessness, addictions, and/or mental health will be considered an asset

### **Specific Skills**

- Interviewers are expected to have excellent interpersonal communication skills, both over the phone and in person
- The interviewer should have strong critical thinking skills and display confidence in their ability to discuss and anticipate best support fit when advocating with Team Lead and/or partnering agencies
- Able to work well in a very busy environment

### **Personal characteristics**

- Sensitive to the dignity of all citizens, housed or homeless
- Positive and enthusiastic ambassador for the MHCHS Outreach Department
- Confident in abilities and has a deep interest in working with vulnerable populations

### **Physical Requirements**

- Neat and professional in appearance

“As Outreach Department Manager, I aspire to create a team built on collaboration, innovation, creativity, and belonging. Our collective success depends on the robust exchange of ideas - an exchange that is best when the rich diversity of our perspectives, backgrounds, and experiences flourishes. To achieve this exchange, it is essential that all members of the team feel secure and welcome, that the contributions of all individuals are respected, and that all voices are heard. It is my expectation that all members of my team have a responsibility to uphold these values”. [Carrie Menzies]

If you have the qualifications to be successful in this position, we invite you to submit your resume and cover letter to email: [jbezanson@mhchs.ca](mailto:jbezanson@mhchs.ca)