

Position Description

**Position:****Outreach Worker, Level I****Reports to:****Outreach Manager****Position Summary:**

This position is responsible for participating in the effective delivery of the MHCHS Outreach Program. The position will encompass assessing clients, promoting, facilitating, and supporting client growth in a collaborative approach with Community Services. Funding contracts with various levels of government support and govern the terms and conditions of the Outreach Program and therefore the terms and conditions of the employment of each employee within the Outreach Program.

Major Areas of Responsibility:

1. Participate in the team delivery of the Outreach Program and provides a positive environment for the clients we serve
2. Conduct initial assessment
3. Work closely with clients, community agencies, in the development of Action Plans/Case Management Plan
4. Follow up at predetermined intervals, assesses and documents progress towards Case Management Plan goals
5. Maintain documentation for each participant and as required
6. Follow up on referrals from staff and community organizations
7. Make client referrals where appropriate to community agencies/organizations for assistance
8. Advocate for clients
9. Where there is a deficiency, collaboratively develop educational programs/support mechanisms for clients
10. Regularly review program goals and objectives, work with team to recommend revisions as necessary
11. Regularly review program policies and guidelines
12. Track necessary information to assist with program evaluation tools and reporting mechanisms
13. Maintain Outreach program resource library
14. Promote the Outreach Program and the self-sufficiency philosophy
15. Promote positive relationships with staff, tenants, landlords, applicants, and community organizations
16. Work in partnership with other staff members, community agencies, provincial departments, etc. as they relate to Action Plans, promotes and facilitates fulfillment of the vision and goals of the MHCHS and funders
17. Participate as an administrative team staff member when necessary by assisting with such areas as covering for leave, completing assigned projects, etc.

Accountability:

- ✓ Adherence to policies and regulations of MHCHS, and applicable legislation.
- ✓ Performance appraisal and on-going quality control by the Outreach Manager.
- ✓ Tenant/client satisfaction surveys.
- ✓ Achievement of expected outcomes

Suitability:

1. Experience and training

- Minimum two years relevant post secondary education (preferably in Social Sciences) and two years experience (in 'social work' setting or directly related to the job duties) or a degree in the Social Sciences with relevant experience
- Experience in and a good working knowledge of Computer software eg. database, industry standard word processor, spreadsheet

2. Additional suitability criteria

The Outreach Program worker must be flexible and creative in dealing with issues affecting clients. This position requires a broad knowledge of the issues affecting persons with mental illness, addictions, and resourcefulness in effectively addressing these issues. A strong knowledge of local community resources is essential, as are the skills required for advocacy and support.

- ◆ Strong communication skills, both oral and written
- ◆ Must be practical and have above average interpersonal and organizational skills
- ◆ Ability to remain objective
- ◆ Ability to work effectively with staff, clients, project partners and the community
- ◆ High level of critical thinking skills
- ◆ Ability to work independently and collaboratively
- ◆ Ability to change as the program evolves
- ◆ Ability to work unusual hours as dictated by the needs of the program and its clients
- ◆ Understanding of the Residential Tenancies Act and the Social Housing Accommodation Regulation of the Alberta Housing Act as it relates to the administration of the social housing programs
- ◆ Experience working in an outcome focused environment

3. Physical requirements

- Neat and professional in appearance.

4. Travel requirements

- Occasional driving (use of own vehicle is required), valid driver's license, clean driving record/child welfare record check, criminal record check, bondable

5. Overtime and/or shift requirements

- Regular office hours, some overtime/flextime required

Employee signature and date

Manager signature and date