

# Position Description



**Position:**

**Outreach Worker - Level II**

**Reports to:**

**Outreach Manager**

## **Position Summary:**

The Level II Outreach Worker is a member of the Outreach Department and is responsible for delivering homeless/risk of homeless serving programs under a Housing First model, including assessing citizens' housing and related support services needs (through centralized intake) in a client centered, holistic manner and/or provision of intensive case management as applicable. Upon determination of applicant needs, comprehensive referrals are made to the appropriate housing program to increase the likelihood of client success and future housing stability. Housing location and intensive case management to ensure long term housing stability will be the focus of the workers dedicated to Rapid Resolution and Homelessness Diversion (RR & HD).

## **Major Areas of Responsibility:**

1. Conduct formal assessments and/or intake interviews with clients in a variety of locations (eg. MHCHS office; client's home, affiliated community partner locations including shelters, drop in centers and such institutional settings as hospitals and correctional facilities) to assess client's functional, income, employment and housing status to determine program eligibility. These services may be provided at a variety of times including early mornings, late afternoon, evenings, weekend and statutory holidays.
2. Based on the comprehensive assessment of client housing needs, provide clients with an overview of appropriate housing and related support programs by describing services, policies and philosophy of the programs.
3. Respond to and investigate enquiries, complaints and emergency situations involving clients. After assessing the situation, collaborate with community partners to explore short term and long-term solutions. Document activities and outcomes.
4. Collect, document and evaluate information to determine client's initial and ongoing eligibility. Verify client information through personal interviews and liaise with community supports, relevant service providers, agencies, landlords, other Ministries and institutions, etc. Update and revise files at each point of contact in a timely manner to ensure the availability of up-to-date information.
5. Initiate client files, complete applications & other required forms for a transfer of files to Housing First, Housing Stability, Rapid Resolution and/or Social Housing Administration for ongoing case/file management.
6. Provide Intensive Case Management based on a Housing First model, using approved assessment tools and data management system
7. Execute appropriate referrals for service and supports to internal departments and outside agencies informing involved staff of information necessary to maximize the potential for successful housing and stabilization outcomes.
8. Client advocacy and brokering will be important skills when presenting client files to referral agencies to assist in a solution-focused approach to client case management.
9. Participate in case conferences where necessary and appropriate.
10. Ensure efficient navigation of the assessment component by the client, by documenting information, observations, and impressions that may impact on a client's case plan.
11. Participate in the development of client profiles, identification of emerging service needs in the community and other evaluative information through preparation of various reports and case management tools.
12. Facilitate, support, and promote programs aimed at providing subsidized housing and promoting client stability and self-sufficiency.
13. Remain current in emerging issues and best practices.
14. Other Outreach Department duties, as required.

**Accountability:**

- ✓ Adherence to policy and procedures of MHCHS and government legislation
- ✓ Performance appraisal and ongoing quality control by the Outreach Manager or designate
- ✓ Satisfaction surveys
- ✓ Achievement of outcomes established for department

**Suitability:****1. Experience and training**

- Post secondary degree in Social Work (other relevant discipline may be considered) and minimum 2 years experience in direct client support relevant to the program's target population or post secondary diploma in Social Work (other relevant discipline may be considered) and minimum 3 years experience in direct client support relevant to the program's target population. In exceptional circumstances, a combination of alternate training, coupled with extensive demonstrated successful experience working with vulnerable citizens may be considered.
- Training & experience in Housing First service delivery, assessment, and triage methodologies, ICM, motivational interviewing, formulation of critical summaries, and data analysis and evaluation an asset
- Experience utilizing a strength-based approach with citizens struggling with homelessness, addictions, mental illness, and physical health concerns
- Fluent in written & spoken English, strong verbal, and written communication skills
- Ability to communicate in additional language(s) will be an asset
- Demonstrated experience producing outcome focused reports and in community collaboration
- Exceptional interpersonal and organizational skills, innovative, able to take initiative, able to work well in a very busy environment and able to work flexible hours
- Significant experience working with industry standard computer software and database

**2. Additional Suitability criteria**

- Sensitive to the dignity of all citizens, housed or homeless
- Knowledge of and experience working with vulnerable populations from a, strength-based approach in a respectful, non-judgmental, client centered and solution focused manner
- Ability to work independently with a minimum of supervision.
- Ability to remain objective
- Ability to manage multiple tasks simultaneously

**3. Physical requirements**

- Neat and professional in appearance

**4. Travel/Other 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