



# Outreach Worker

**Duration of Position:** 2 year Pilot Project ending between April and September 2014. Renewal depends on available funding.

**Job Site:** Samaritan House, auxiliary locations, and in the community.

**Effective:** 01 Aug 2013

**Revised:**

**Reports to:** Samaritan House Program Director

### Wage Rate

Classification		April 1/13	April 1/14
			(3.25%)
Outreach Worker	Step 1	19.28	19.96
	Step 2	20.31	21.02
	Step 3	21.30	22.04
	Step 4	22.32	23.10

Step 1	0 - 2000 hours worked
Step 2	2001 - 4000 hours worked
Step 3	4001 - 6000 hours worked
Step 4	6001 hours worked or more
Hours worked includes:	
1.	Hours worked in a classification by the employee,
2.	Hours of paid vacation,
3.	Paid holidays,
4.	Paid union leave up to twenty (20) days per calendar year.

## Function

Provides outreach services to all transitional housing and market housing locations outlined in the Samaritan House Pilot Project documents. Outreach services are detailed in the "Samaritan House Outreach Services" leaflet.

## Qualifications

### Education and Experience

1. A Degree in social services or an equivalent combination of education and experience.
2. Minimum of 2 years' experience providing case planning services, including the maintenance of case files in a paper or electronic format.
3. Experience providing outreach services.
4. Versed in the use of the case plan module on the BC Housing Homelessness Services System (HSS) or similar network-based data management software.
5. Listening and feedback training such as Motivational Interviewing, and/or Non-violent Communication a significant asset
6. Managing Hostile Interactions (offered by Sheltarnet BC) and/or Non-violent Crisis Intervention and/or similar training in de-escalation and conflict resolution
7. First aid level 1

8. Foodsafe
9. Suicide prevention training a significant asset
10. Courses in women's studies and women's health an asset.

## **Skills and Knowledge**

### Interpersonal Skills

1. Remains calm when faced with challenging behaviour and is patient with anti-social and disruptive conduct;
2. Demonstrates empathy, kindness, and a friendly disposition with healthy personal and professional boundaries (see ICCS code of ethics);
3. Performs effective conflict resolution and de-escalation techniques;
4. Possesses both assertiveness and tact when offering cues and reminders;
5. Notices behaviour, body language, verbal and non-verbal cues that suggest decompensation, drug use, and mental or emotional decline;
6. Able to speak frankly and sensitively about sexual health and safety;
7. Works as a member of a team;
8. Senses and contributes to the therapeutic culture of each program visited.

### Task Related Skills

1. Proficient at maintaining a clean and well-ordered environment;
2. Follows protocols and procedures consistently and faithfully while remembering the spirit and intention behind them;
3. Proficient at time management, including the ability to prioritize and multitask;
4. Demonstrates professionalism, including the understanding and practice of professional ethics;
5. Adapts to changes in the work environment, including changes in technology and best practices.
6. Learns and acquires new skills to maintain competency on the job, including skills related to office tasks, client care, and professional development.

### Communication Skills

1. Communicates well verbally and in writing;
2. Adept at providing objective descriptions of changes in client's skills, functioning, behavioural patterns and emotional state;
3. Possesses consistency and the ability to follow guidelines for documentation, such as those related to a daily log, client binders, and files;
4. Proficient at typing and interacting with computers to enter data on a daily basis.

### Knowledge

1. Understands outcome-based reporting;
2. Understands the role and uses of anecdotal, evidence based, and scientific information;
3. Familiar with the full spectrum of housing options in Nanaimo and the way people can move through the various options (shelter, transitional, supportive);
4. Understands the "Housing First" model and the concept of "barriers," to housing;
5. Knowledgeable about computer-based technologies relevant to the collection and maintenance of accurate data and other common office tasks;

6. Possesses knowledge of theories, principles, and practices in the field of mental health and addiction services;
7. Understands the needs of individuals with concurrent disorders;
8. Is familiar with common feminine health issues and is sensitive to cultural and ethnic taboos and teachings related to gender;
9. Maintains awareness of “street culture” and the methods and strategies used by street entrenched individuals to obtain services;
10. Knowledgeable of community resources;
11. Understands the defined role, scope, and limitations of an Outreach Worker in the wider spectrum of social services.

### **Requirements**

1. Required to work towards the Goals of the Outreach Worker outline in the “Goals of Outreach Workers” document.
2. Required to work independently with a case load of clients who exhibit a wide range of behaviors and experience emotional distress;
3. Required to possess and maintain a moderate level of physical fitness;
4. Required to fill out and submit the Ministry of Public Safety and Solicitor General’s “Criminal Records Review Program Consent to a CRIMINAL RECORD CHECK” form #PSSG10-031 (for working with children and/or vulnerable adults) prior to training or working a shift;
5. Required to understand the philosophy of ICCS and adhere to and reflect the Society’s values and code of ethics to the community;
6. Must sign and comply with the following:
  - a. ICCS confidentiality pledge
  - b. ICCS professional conduct agreement
  - c. ICCS acknowledgement of policies;
7. All Outreach Workers shall, as a condition of continued employment, become members of the Union, and maintain such membership, upon completion of thirty (30) days as an employee;
8. Required to have dependable transportation and a class 5 drivers licence;
9. Required to drive clients to appointments, services, etc. and demonstrate skills in public places such as on the bus, in banks, and doctor’s offices;
10. Required to use a client-centered and strength-based approach to meet people where they are at and not where they want them to be.

### Duties

Clients must complete the Star Renter Education Program before entering transitional housing and they must agree to maintain and update a case or personal plan and meet each week with an Outreach Worker. The Outreach Worker therefore:

- Obtains training in and teaches the Star Tenant Education Program is required by the Director;
- Conducts intake interviews with each client, and follow-up evaluations at 6 months and 1 year to identify objective and subjective markers of mental health and general wellbeing.<sup>i</sup>
- Introduces clients to transitional housing, house mates, and other staff, providing orientation and instructions on pertinent rules, household duties, and services that are available.

- Performs informal and formal assessment of client's needs, abilities, and functioning and develops or appropriates assessment tools when no official ICCS tool exists;
- Refers clients to VIHA when clinical case management or assessment is required.
- Provides clear relevant information including information about services offered by VIHA, MSD, and various community agencies.
- Uses motivational interviewing and related techniques to continually help clients:
  - clarify and communicate their goals, challenges, and needs,
  - identify their strengths, skills, abilities, and potential,
  - uncover concerns, fears, and other emotions related to goals and the tasks required to meet them,
  - explore options for personal development that will empower each person,
  - debrief and assess their experiences,
  - motivate continual effort through objective validation,
- Collaborates with clients to create case plans to fulfill the outcome requirements of BC Housing and ensures case plan data is entered in the BC Housing database;
- Observes, documents, and reports important occurrences in all transitional locations, including changes in each client's behaviours and health, and works to fulfill the output and outcome requirements of the pilot project. Documentation to occur in BC Housing and ICCS databases and client files and other formats;
- Provides objective and professional debriefing and support for clients contemplating and planning difficult interactions with community services, clinical and medical appointments, government offices, and educational or financial institutions.
- Maintains client case plans and files and coordinates documentation with other shelter staff;
- Provides first-aid;
- Adheres to the Society's standards, protocols, and policies;

#### **Working with Other ICCS Staff**

- Meets weekly with the Director for a Case Conference.
- Meets monthly with the Manager of Policy and Publications and/or Administrative Support Manager and others to review Outputs and Outcomes, data collection, reporting, and anecdotal stories appropriate for communication to funders, members, and others.

#### **Other Meetings**

Attendance at regular staff meetings is voluntary and employees receive their regular rate of pay for attendance. While not mandatory, attendance is strongly encouraged for the transfer of vital information and to foster team cohesion. Occasional mandatory staff meetings may also be scheduled.

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<sup>1</sup> See the [Outreach Worker Documentation Guidelines](#) for more details on regular evaluations and documentation.