



Wellness Society  
KAMLOOPS / MERRITT / PENTICTON

Streets → Homes → Health → Employment

## Housing Outreach and Street Outreach Worker (Merritt)

<b>Reports To:</b>	Director of Operations (Merritt)
<b>Term:</b>	Permanent Full-Time (22.5 hours per week Housing and 15 hours per week Street Outreach)
<b>Hours:</b>	Monday to Friday 8:30am to 4:30pm with ½ hour paid break.
<b>Wage Range:</b>	\$19.00 to \$23.00 commensurate with experience.
<b>Vacation:</b>	Permanent Full-Time/Temporary Full-Time (over three months) who work more than 30 hours per week are eligible for three weeks paid vacation in the first year and they may be taken after a successful probationary period. In the second year, this entitlement increases to four weeks. In the fifth year, the entitlement increases to five weeks. Each year after five years the entitlement is five weeks plus one day for every subsequent year to a maximum of six weeks. <i>Unless otherwise negotiated.</i> Permanent Part-Time/Temporary Part-Time employees (22.5 hours per week and over on contracts more than three months) vacation entitlements accrue each payroll according to <i>Employment Standards Act BC (as amended)</i> . Casual/On-Call/Permanent Part-Time/Temporary Part-Time employees (under 22.5 hours per week or on contracts less than three months) vacation entitlements are paid out each payroll according to <i>Employment Standards Act BC (as amended)</i> .
<b>Benefits:</b>	Permanent Full-Time employees are eligible for full health benefits (minimum 30 hours per week). Temporary Full-Time employees for a term longer than three months are eligible for full health benefits (minimum 30 hours per week). These hours can be fulfilled through a variety of permanent positions. Part-Time Employees are eligible to take part in our Health Care Spending Account which provides a tax-free partial reimbursement for eligible healthcare expenses up to the bi-annual maximum for Permanent Part-Time, Temporary Part-Time and Caretakers through a third-party administrator. Permanent Full-Time and Permanent Part-Time employees have access to the Wellness Plan benefit. All employees have access to two paid culturally sensitive days, Annual Retreats, Training, and ASK Staff Social Events.

**Who is the ASK Wellness Society?** The ASK Wellness Society is a not-for-profit organization that supports individuals within the BC Region with opportunities and the resources to change their current situation. It is about reaching out to those people who are homeless and battling addictions, helping them find housing and medical care, addressing their addictions, stabilizing mental health issues and, ultimately, providing them with the skills to re-enter the work force. The ASK Wellness Society administers an unconditional sense of hope to those who are convinced they are incapable of ever achieving a stable and meaningful life.

**Purpose and Function:** To provide supportive outreach services, to vulnerable people who are homeless or at-risk of being homeless in our community. Promote healthy, independent living skills in order for them to achieve their personal aspiration and live as independently as possible. Liaise with By-Law/RCMP/Businesses/Neighborhoods. Keep up-to-date, detailed client notes in client files on ShareVision. Work in conjunction with the Housing Outreach Team. Provide intensive support and service to the clients seeking housing services with a hope of reducing homelessness in the community. The overriding purpose is to assist clients with multiple barriers and challenging behaviours in finding appropriate shelter and/or detox, treatment, health services, supportive housing, and market housing. Service delivery is based on a client centered, non-judgmental perspective.

### Specific Street Outreach Responsibilities:

- Liaise with By-Law/RCMP/Businesses/Neighborhoods (Quick/Crisis Response);
- Provide outreach services in partnership with community partners (i.e.: nurses, social workers, family physicians, psychiatrists, Interior Health, etc.);
- Provide crisis/transition point intervention when necessary, for clients;
- Harm reduction distribution and education;
- Contribute to the protection of clients from abuse, and support clients when they are in distress;
- One-on-one contact with individuals on the street and in emergency shelters;

- Provide individualized support, as needed, to multiple barrier clients and to assist them in referrals to acquiring affordable, safe, and supported community housing;
- Advocating on behalf of clients and/or supporting them to advocate for themselves;
- Provide monthly documentation of client statistics and work duties performed;
- When required provide additional services to other supportive housing settings.

**Specific Housing Outreach Responsibilities:**

- Provide individualized support, as needed, to multiple barrier clients and to assist them in acquiring affordable, safe, and supported community housing;
- Identify and develop a customized support system for each client including referrals to essential services/programs;
- Mediate between the landlord and client when necessary as well as problem solve with building managers and landlords.

**Overall: Responsibilities**

- Encourage and support Program Participants to live as fully and independently as possible within the local community, providing information, emotional, organizational, and practical support, and training as appropriate;
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- Contribute to the protection of Program Participants from abuse, and support Participants when they are in distress;
- Encourage and motivate Program Participants to develop a sense of their own identity, purpose, and self-esteem;
- Work closely with referral agencies (i.e. CMHA, IHA, Friendship Centre, Brain Injury, etc.).
- Actively seek the views of Program Participants and involve them in decision-making to improve their services and accommodations;
- Monitor emergencies that take place such as medical or mental health assistance and complete necessary incident reports;
- When necessary, be trained to be the first to respond to an overdose situation with on the spot overdose response and support;
- When required provide additional services to other supportive housing settings;
- Be prepared to work calmly and together with your team, paramedics, and police in crisis situations;
- Ensure Limitation of Service Notices are completed and current;
- Help maintain a clean and organized workspace by doing light housekeeping in the office space;
- Monitor and move along community members who are loitering in and around the property;
- Assist and encourage clients to create connections within the community by volunteering and finding employment;
- Other duties which may or may not be listed within this job description;
- Ensure compliance with all ASK supportive standards, policies, and procedures.

**Administrative Responsibilities:**

- Assist team with maintaining daily log, medication log/prescriptions (ensure book is updated, all meds accounted for and follow up is on prescriptions to ensure medication is up to date);
- Maintain complete documentation, statistics, and records in files and on ShareVision database;
- Assist team with required verbal and written reports, case notes, letters, memoranda, and year end reports;
- Maintain files and documentation to the COA Standard;
- When requested, be a member of the COA's Performance and Quality Improvement team in which you will encourage the organization to use data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, client satisfaction, and positive client outcomes.

Note: This description may be amended at any time in response to operational and funding requirements and may include other duties not outlined here.

**Qualifications and Suitability:**

- Bachelor of Social Work, Human Service Diploma or equivalent and/or experience with mental health/addiction and homelessness issues;
- Skills in mediating conflict between various interests;
- Ability to work as a team member in a case management setting involving multi-agency supports;
- Understands and maintains clientele/worker boundaries;
- Strong working knowledge of community resources;
- Excellent communication, writing, documentation, and organizational skills;
- Must pass criminal record check for vulnerable sector and reference screening;
- VAT (Vulnerability Assessment Tool) training an asset;
- Mental Health First Aid, Trauma Informed Practice and ASSIST Training an asset;
- Level 1 First Aid required;
- Must have access to vehicle in good working condition and possess valid driver's license with relevant insurance to transport clients;
- In-house Violence Prevention and Cultural Awareness Training provided;
- As clients are allowed to have pets, it is noted that this is a pet friendly environment.

*The ASK Wellness Society is dedicated to promoting diversity/multiculturalism with inclusion as one of our Core Values. We are fully focused on equality and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.*

**Closing Date:** May 14, 2021 at noon

**Interview Dates:** May 20, 2021 via Zoom

**Send cover letter and resume to:** [Careers@askwellness.ca](mailto:Careers@askwellness.ca)

**Please Reference Position:** Housing/Street Outreach

**Attention:** Human Resources