

External Job Posting

Position Title: Welcoming Streets Street Outreach Worker

Employment Status: Temporary Full-time Contract

Hours of Work Schedule: 35 hours/week (1 FTE) [days/evenings and weekends may be required]

Number of Vacancies: 4. 2 will be an evening shift (3pm - 11pm | 2 will be an overnight shift 11pm - 7am)

Salary Range: Annualized salary is commensurate on skills and experience, within the range of \$48,242 and \$58,191, plus optional participation in HOOPP.

Position Reports To: Manager, Health Promotion & Community Development Services

Director: Director, Health Promotion & Community Development Services

Location: 115 Grassmere Ave., Oshawa; this position requires travel to provide services in the community and at all Carea sites (Oshawa, Whitby, Ajax and Pickering)

Organization Overview

Carea Community Health Centre is a recognized leader in redefining the experience of community-based health and wellness services. We provide access to high quality holistic and inclusive care that is responsive to the needs of the community and empowers individuals to enhance their own well-being.

Our name embodies what we do every day – we care. Caring for the health and wellness of our communities' residents is the cause that unites us. It shapes our thinking and guides our actions.

Carea Community Health Centre is a registered charitable organization providing a variety of free, community programs and services including: health promotion and wellness programs; primary care, counselling and mental health; diabetes education; Hepatitis C screening, treatment support, education and outreach; geriatric assessment & intervention; young parent support, youth programs, Indigenous programs; community development programs; and fundraising events which include developing charitable partnerships/sponsorships to fund programs.

In line with the CHC Model of Health and Wellbeing, our expert team works with our clients to provide holistic care, support, and wraparound services that empower clients to improve their health and wellness. We strive to be accessible to those in the community who face access barriers like culture, gender, geographic isolation, homelessness, language, physical disabilities, poverty, and race.

We are Carea Community Health Centre! Care. Compassion. Community.

Position Overview

The **Welcoming Streets Outreach Worker** works in Oshawa's downtown area to address concerns identified by business owners, and the public, about vulnerable and street-involved individuals who may be at risk. The Outreach Worker responds to situations that do not require police intervention, with the hope of preventing police involvement and facilitating more positive relationships between business owners and vulnerable individuals, and also ensuring that unsheltered individuals are linked with the services they could benefit from. In addition, this position focuses on building capacity among local businesses to be better equipped to handle concerns and building empathy about people that are vulnerable and living on the street.

This position will coordinate, design, and deliver education and training sessions, provide support services, and promote referrals to internal & external agencies. Additionally, the Welcoming Streets Outreach.

Worker will collaborate within an interdisciplinary team of health professionals across the community network that influence the health environment targeted to clients, as well as within the Agency's team structure, in support of goals that align with and achieve the Agency's strategy, Mission, Vision and Values.

This program supports downtown business owners and vulnerable individuals in the area. Unsheltered individuals are often struggling with complex issues, such as poverty, mental health and addiction, homelessness, and who are disengaged from the health and social service system.

The Welcoming Streets initiative is the result of an innovative partnership between the City of Oshawa, the Downtown Oshawa Business Improvement Area (BIA), and Carea Community Health Centre.

Key Responsibilities:

Outreach Services

1. Deliver outreach services, including support, education, and referrals in a variety of venues frequented by at-risk individuals in the downtown core, including parks, streets, businesses, libraries, and community agencies.
2. Respond to concerns identified by business owners, police, and the public by engaging vulnerable individuals providing support, counselling, de-escalation, and crisis intervention.
3. Develop coordinated care plans when appropriate.
4. Act as an advocate by aiding in accessing food, housing, and financial assistance resources, as well as addictions and mental health supports.
5. Assist in the development, implementation, and evaluation of the program

Supporting Downtown Businesses

6. Build and maintain relationships with businesses and services in Downtown Oshawa

7. Build and maintain community relationships with the Downtown Oshawa Business Improvement Area (BIA)
8. Visit targeted areas, such as downtown businesses, libraries, community services etc. to provide information about the program and encourage referrals.
9. Develop and deliver workshops to downtown businesses on related topics/concerns (i.e. addiction, stigma, harm reduction, basic de-escalation strategies) as needed
10. Participate on community committees as appropriate to support local strategies regarding addictions and mental health issues.
11. Participating in Steering Committee meetings as appropriate

Administration, Quality Improvement and Reporting

12. Document with Carea's EMR, information regarding outreach contacts.
13. Complete Incident Reports as required.
14. Follow policies and standards regarding confidentiality and documentation.
15. Ensure all necessary reports are completed accurately and in a timely manner.
16. Attend relevant team meetings and planning activities.
17. Participate in quality improvement and evaluation activities.
18. Work with the health and safety guidelines provided by the agency, which includes annual mandatory training requirements.

Other duties within scope of this position include:

- Assists, as assigned, in the orientation, training and mentoring of new staff on the team.
- Consults regularly with local agencies or community resources concerning resource development and program planning which is pertinent to the population served.
- Adheres to and applies organization-wide policies and practices in support of organizational health and performances.
- Adheres to and applies established compliance measures within legislative requirements and equity principles (e.g., AODA, Human Rights Code, and Ontario Employment Standards).
- Champions and supports Employee Engagement efforts and initiatives.
- Ensures scope of duties/accountabilities adheres to established Health & Safety program, policies and procedures.
- Other duties as assigned by the manager and the director.

Key Qualifications

1. Post secondary degree in Social Work, Psychology, Social Sciences, or equivalent is required. A diploma in Social Service Work (SSW) or related field of study with combined work experience will be considered.
2. Graduate certificate in Addictions and Mental Health is an asset.
3. At least two (2) years of experience in working in a community setting, specifically with street involved populations is required.
4. Demonstrated ability to work with marginalized and culturally diverse populations, including those with chemical dependency, mental illness, and HIV positive.

5. Screening, intake, assessment, and crisis intervention skills.
6. Thorough knowledge and experience of assigned client population, relevant program/services, harm reduction, health education and peer support models.
7. Strong knowledge of issues affecting marginalized communities and relevant vulnerable sector clients.
8. Experience working with diverse agencies and working successfully in partnership with these agencies.
9. Working knowledge of the local health and social service sector, government programs and current legislation that may affect clients.
10. Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
11. Excellent interpersonal, presentation, and communication skills.
12. Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment.
13. Excellent advocacy and negotiation skills.
14. Strong commitment to health promotion, community development and adult education.
15. Excellent knowledge of MS computer applications and other office related software.
16. Must be able to work in a variety of social and physical settings.
17. Available to work some evening shifts.
18. Valid driver's license is required.

Working Conditions – Physical/Sensory/ Mental Demands Analysis:

- Required to travel regularly within Oshawa using own vehicle.
- May experience stress due to regular interaction with clients in crisis.
- May be exposed to illness and unsanitary conditions in which established H&S protocols must be adhered to at all times.
- May be in contact with individuals and families in crisis as a result of mental health issues, substance use and/or not attentive to personal health and safety for themselves.
- Regular interaction and collaborative work with cross-disciplinary colleagues and community care partners.
- Must monitor their own time and stress levels to ensure that they are able to effectively assist clients.
- Must be able to work in a variety of social and physical settings including walking on uneven surfaces and through inclement weather.

Full vaccination against COVID-19 is mandatory for this position (Carea CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

- 1) If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@careachc.ca. This position will remain posted until filled.
- 2) While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 3) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 4) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Carea Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to recruiting@careachc.ca. **Carea Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**