



Lookout Housing and Health Society is the "safety net" which provides minimal barrier housing and a range of services to destitute and low income adult men and women who have few, if any options, and who demonstrate an inability to meet their own needs.

JOB DESCRIPTION – OUTREACH WORKER

Classification: Client/Transportation Services Benchmark: Support Worker 2 (81502); Transport 3 (80900) Grid: 34	Date Prepared: January 28, 2002 Date Updated: July 19, 2019
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JOB SUMMARY:

The Outreach Worker reports to the Program Manager or designate and works in accordance with the mission and philosophy of Lookout Housing and Health Society including following Lookout's Code of Ethics. Duties and responsibilities include providing support, direction, and assistance and advocacy services to a wide variety of Lookout guests. Will assist individuals with challenges such as mental health, HIV, housing, and addictions issues. The Outreach Worker provides a variety of day to day physical, emotional and social supports, advocacy and life skill assistance for guests who may access treatment(s) or who do not adequately utilize needed services. The Outreach Worker assists in the development of supportive relationships in the community, including with service providers.

DUTIES AND RESPONSIBILITIES:

1. Provides assistance to guests through methods such as discussing, isolating and assessing problems and developing, with the client, a flexible plan of action to ensure basic needs are met including housing, meals, health, treatment, legal and financial issues, while encouraging self-sufficiency as much as possible. Monitors progress towards resolution of problems through methods such as motivating, facilitating improvements and teaching life skills.
2. Provides assistance to guests in order to establish and maintain independent, safe and stable housing by performing duties such as establishing appointments and providing transportation to/from destinations including new housing, treatment and office appointments.
3. Encourages and supports individuals to make healthy choices and practices through methods such as exchanging needles and provision of health and safety materials such as condoms and referral to life skill training such as anger management courses.
4. Monitors individual client plans to ensure they are effective by performing duties such as encouraging appointments to be kept, specifically treatment appointments, homemaking routines are followed and financial and medication administration is followed; Refers guests to appropriate services as indicated, accompanying at times to initial appointments to facilitate and support good interpersonal relationships as well as professional relationships between the client and the service/care giving agencies.
5. Plans and coordinates contingency services and provides crisis intervention and/or extraordinary services where indicated by performing duties such as providing additional support during stressful

times, continuing contact throughout temporary/short term placements in facilities such as hospital and emergency centres.

6. Encourages guests to take part in recreational and/or social activities by performing duties such as introducing guests to community resources, community centres and drop-in centres.
7. Assists guests to access external services in situations such as landlord-tenant disputes and financial problems by performing duties such as communicating with community and government agencies on behalf of the client(s), assisting or advocating where necessary to help guests access the services or resources they require.
8. Assists guests with care received outside of Lookout to ensure cooperative, coordinated and supportive work relationships between involved workers by performing duties such as liaising with professional or other workers providing treatment, services or support to each client. Assists other involved agency workers through methods such as coordinated service planning utilizing case-conferencing when/if appropriate.
9. Assists with budgeting of funds for guests by performing duties such as working in conjunction with agencies such as welfare, developing disbursement patterns and encouraging the development of self-sufficiency.
10. Transports individuals to a variety of locations such as grocery stores and office buildings by performing duties such as operating a motor vehicle, assisting passengers in and out of the vehicle and ensuring passengers are safely belted in the vehicle. Performs a variety of duties related to the maintenance of the vehicle such as cleaning interior and exterior of vehicle, fuelling vehicle, checking belts, lights and tires and maintaining fluid levels. Recommends vehicle repairs as required.
11. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergency issues, attending general and team meetings and supporting others through methods such as sharing of knowledge and information.
12. Maintains related manual and computerized documentation by performing duties such as documenting interactions with guests, maintaining statistical data, individual client cards and log/communication book.
13. Monitors client progress both against expected outcomes and known previous social history by performing duties such as tracking time in hospital, emergency shelters, length successful time in maintaining housing and number of evictions if any.
14. Assists in providing orientation to new employees or students by performing duties such as familiarizing individuals with the policies and procedures or equipment of the facility and/or work area and demonstrating work procedures. Gives tours of services offered by Lookout.

15. Provides direction to client(s), volunteer(s) and/or community placements assigned to work area by performing duties such as demonstrating tasks, monitoring work, supporting client(s), volunteer(s) and/or community placements in completing functions and maintaining their work and attendance schedules.
16. Observes guests and their environments to ensure the safety of guests and the premises by performing duties such as reporting unsafe conditions, incidents and/or behaviours, interacting with guests including observing client behaviour, investigating disturbances, dealing with client emergencies in accordance with guidelines and reporting incidents to appropriate staff or authorities. Records observations for communication to other staff.
17. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training and Experience

- Diploma in Community Social Service
- Valid Class 5 Drivers' License and Drivers' Abstract
- Food Safe Certificate
- OFA 1 First Aid Certificate
- Recent related experience of two (2) years
OR an equivalent combination of education, training and experience
OR other qualifications determined to be reasonable and relevant to the work.
- A minimum of two (2) years sobriety if having alcohol and/or drug problems.

Skills and Abilities

- Ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to communicate effectively both verbally and in writing
- Ability to organize and prioritize work
- Ability to observe and recognize changes in guests
- Ability to establish and maintain rapport while maintaining boundaries with guests
- Home management skills
- Ability to provide work direction
- Suitability to work with disadvantaged and challenging adults in a diverse environment.
- Conflict Resolution and Crisis Intervention Skills
- Advocacy Skills
- Ability to deal with others effectively

As of the signed date, I have read and understood the above job description.

Signature

Date

QUALIFICATIONS:

Education, Training and Experience

Grade 12, Standard First Aid Training Certificate, plus two (2) years of recent related experience or an equivalent combination of education, training and experience. Valid class 4 vehicle license as required for vehicle(s).

Demonstrated proof of two (2) years' sobriety if having alcohol/drug problems.

Crisis Intervention Skills Training an asset.

Skills and Abilities

- i. Demonstrated knowledge/familiarity with related resources such as Mental Health System and related Agencies, Welfare System and related Agencies and Addiction Support organizations.
- ii. Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment.
- iii. Demonstrated ability to work independently.
- iv. Demonstrated ability to communicate effectively both verbally and in writing.
- v. Demonstrated physical/mental ability to perform the duties of the job.
- vi. Demonstrated ability to operate related equipment.
- vii. Demonstrated ability to deal with others effectively.
- viii. Demonstrated ability to organize work.
- ix. Demonstrated ability to provide work direction.
- x. Demonstrated ability to understand and maintain client/worker boundaries.

As of the signed date, I have read and understood the above job description.

Signature

Date