

THE COMOX VALLEY TRANSITION SOCIETY

JOB DESCRIPTION

Job Title: Housing Outreach and Support Worker
Status: Union
Classification: Integrated Adult, Youth and/or Child Worker and Transition House Worker
Grid Level: 11, JJEP Wage Grid

Summary:

Under the supervision of the Homelessness Outreach Coordinator, the Housing Outreach Support Worker works as a member of a team to provide both outreach and onsite support, information, crisis intervention, access to food and basic necessities, and referrals to men, women and their children who are experiencing homelessness or are precariously housed, and due to their need to quarantine or isolate in pandemic conditions, have been provided with temporary supportive housing by CVTS or Island Health. Services are provided by phone and through physical distancing and other hygiene and sanitation protocols.

KEY DUTIES AND RESPONSIBILITIES:

A. General

- Maintains current knowledge of and complies with Comox Valley Transition Society mission, policies, procedures and standards of practice.
- Maintains confidentiality of information gained as a result of employment with the agency.
- Abides by Comox Valley Transition Society's code of ethics.

B. Onsite Support for Temporarily Housed Clients

- Assists clients to settle into the temporary housing provided by providing basic necessities such as meals, care kits, towels and bedding according to policy/procedure.
- Provides clients with information about policy and procedure related to their accommodation; pandemic protocols; communication; health and medication.
- Facilitates daily wellness client checks screening for worsening symptoms and responds accordingly.
- Maintains good communication and relationship with the temporary housing provider through minimum once daily communication.
- Ensures adequate groceries or meals are delivered to each client/family, either by shopping or picking up cooked meals from Lilli House. Making note of any particular dietary or health needs of the clients to the cook (not requests)
- Collects client's laundry according to protocols and delivers to contracted laundromat, collects and returns when ready.
- Monitors and accurately records medication management according to CVTS policy and procedure if required.
- Facilitates daily client check-in by phone and mediates conflicts as appropriate.
- Provides crisis support and interventions: Uses basic crisis support methods such as active listening and conflict resolution and develops and implements short-term intervention plans to support clients in resolving identified problems, needs and risks. Supports and guides clients during their stay in the temporary accommodation.
- Informs RCMP and/or Child Protection Services of any immediate threats to the safety of persons accordingly. Informs Coordinator of any reports made.

- Provides clients with information and makes referrals to other services as required including but not limited Health Care, Mental Health and Substance Use, Harm Reduction, Income Supports, Housing
- Arranges COVID-19 safe transportation in required.
- Completes the required documentation and maintains client files; Informs clients of policies, procedures and the Agency's legal criminal reporting obligations.
- Discusses plans for after check-out.
- Facilitates check out after 10 – 14 days or earlier if symptoms have resolved.

C. Outreach

- Paired with Co-worker, travels to encampments, motels, and other gathering spots to do wellness checks and provides information regarding social services and COVID-19.
- Screens for COVID-19 symptoms and takes indicated steps.
- Provides snacks, hygiene supplies, and other supplies as required or available.
- Reports any particular environmental or health concerns to appropriate bodies.

D. Record Keeping

- Maintains accurate records on clients.
- Ensures that all required documentation is complete.
- As necessary, reports and discusses case planning, concerns and operational issues with Coordinator, other program staff and/or project partners in a timely manner.
- Prepares any required statistical reports.
- Records all incoming and outgoing phone calls.

E. Safety and Security

- When on site monitors the safety and security of clients, takes appropriate actions, and reports accordingly any security issues that arise.
- When on call, responds to calls from motel staff for crisis response.
- Complies with BCCDC recommendations for PPE.
- Carries outreach cell phone at all times when on duty.
- Informs Coordinator of intended route and reports back upon return.
- Informs Coordinator, Outreach Office and RCMP of any high-risk situations.

G. Other

- Attends team meetings and educational opportunities sponsored by the CVTS.
- Performs other duties as required.

QUALIFICATIONS:

H. Education, Training and Experience

- Relevant Diploma in human / social service field,
- One-year recent related experience.
- Valid Level I First Aid Certificate including CPR.
- FoodSafe certification
- Working knowledge of substance abuse issues, crisis intervention, outreach support.
- Experience and/or training in de-escalation/conflict management
- Current knowledge of Pandemic protocols and available community resources.

I. Job Skills and Abilities

- Good written and verbal communication skills.
- Good organization and time management skills
- Excellent interpersonal communication skills.
- Demonstrated ability to maintain appropriate personal and professional boundaries.
- Crisis Intervention/Conflict resolution skills.
- Demonstrate a level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.
- Accept clients' rights to self-determination and individuality, and must not discriminate on the basis of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socio-economic status, political affiliations, or national ancestry.
- Consistently demonstrates courtesy, tact, and patience with clients, staff and volunteers.
- Supports and practices inclusion and cultural humility.
- Knowledgeable in harm-reduction practices
- Uses sound judgment.
- Copes with stress effectively and practices self-care.

J. Other Requirements:

- Full and valid BC driver's license and access to a vehicle in good working order.
- Relevant Criminal Record clearance.

K. Working Conditions

- This position is required to work in a stressful environment often dealing with clients in crisis situations. Support is related to physical and/or emotional, mental, and/or sexual abuse, and/or drug and alcohol abuse. Managing emergency situations is an ongoing expectation of this position.
- A moderate physical fitness level is a requirement of this position since direct delivery of services may involve walking, standing, kneeling, lifting, etc.
- Must be available all hours the program operates, including overnights.