

## JOB DESCRIPTION

BCGEU

1. Position No. Various	2. Descriptive Working Title Homelessness Outreach Worker		3. Present Classification A02
4. Branch Operations – Regional	5. Department Various	6. Work Location On-Site	Date July 2023
7. Position No. of Supervisor Various	8. Descriptive Work Title of Supervisor Coordinated Access and Assessment Manager (CAAM)		9. Classification of Supervisor Excluded Mgmt.
10. Job Summary:			

Reporting to the Coordinated Access and Assessment Manager, the Homelessness Outreach Worker, connects with people experiencing homelessness or at risk of becoming homeless in community locations. He/She/They aides and assists individuals to navigate housing and related support system(s).

The incumbent collaborates and partners with shelters and supportive housing providers, and homelessness service agencies to ensure an integrated system of supports and services. As a core member of a multidisciplinary regional homelessness and encampment response team (HEART), the position supports communities to prevent, minimize and or resolve encampments and respond to homelessness through coordination and rapid support for individuals sheltering outdoors.

11. Duties:	<b>The scope of duties performed may differ depending on region and business needs.</b>
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### In reach and Outreach work

1. Utilizes existing databases for priority locations in addition to identifying locations and vulnerable individuals as part of their regular ongoing field visits/work.
2. Under the direction of CAAM and other staff, locates and connects individuals experiencing homelessness in encampments with shelters and transitional housing services, community-based supports and services that meet their needs using in reach and outreach approaches.
3. Supports individuals in locating and applying for housing options including supportive housing, subsidized housing, and or private market with rental subsidies.
4. Assists and supports individuals to pack personal belongings, travel to, and settle in a shelter or transitional housing spaces.
5. Conducts vulnerability assessments with individuals applying for housing by utilizing available assessment tools including Vulnerability Assessment Tool (VAT).
6. Supports collaborative interventions and actions to increase housing access including assistance in obtaining personal identification, completing various applications, and connecting individuals with available services internally and externally.
7. In partnership with other team members, supports individuals in maintaining current tenancies, encourages independent stable living by developing trust-based relationships, demonstrating accountability, promoting life skills, and supporting individuals to achieve their personal and housing related goals.
8. Partners with individuals to identify and connect them with traditional and culturally based wellness, healing, and recovery initiatives.

### Advocacy and Liaison

1. Advocates both internally and externally for individuals living in housing at imminent risk of homelessness and or people living in the shelter system, needing additional support to access housing and exit the shelter.
2. Liaises with community, third-party service providers and government partners to disseminate information to the public and communities where encampments maybe located about BCH services, The HEART program, and other community and government services related to housing and homelessness.
3. Partners with external and internal multidisciplinary teams, homelessness response tables to coordinate service delivery to support organized outreach to encampments.
4. Communicates with communities where encampments may be present to inform and educate them about the initiatives taken by BCH and other partner organizations to manage issues.

**Administrative Duties**

1. Collects, maintains, and shares data including statistics to better inform homelessness response systems in support of program planning and direction.
2. Enters and maintains information in relevant BCH data management systems that is shared Internally and externally (Ministry and Not for profit providers).
3. Supports community education activities on homelessness and encampment prevention.
4. Learns and maintains a thorough understanding of community resources and their referral processes.
5. Responds to internal and external communication requests and updates in a timely manner including operational heads, Ministry of housing and other stakeholders.

**Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.**

**STAFFING CRITERIA**

1. Position No. Various	2. Descriptive Working Title Homelessness Outreach Worker	3. Present Classification A02
4. Education, Training and Experience		

- High School diploma plus completion of post-secondary courses in social housing, community development, mental health, trauma counselling and or other relevant discipline
- Considerable progressive experience in working with individuals experiencing homelessness and poverty on account of physical, mental, or psychological disability, and or, substance use challenges.
- Sound experience in liaising with government, private and community-based housing providers and working with individuals from diverse socio-economic and cultural backgrounds.
- Some experience with crisis management and or de-escalation techniques.

Or an equivalent combination of education, training, and experience acceptable to the employer.

5. Knowledge, Skills, and Abilities		
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- Considerable knowledge of causal factors of homelessness, mental illness and or addiction.
- Sound understanding of the importance of cultural and community connections in supporting individuals to improve well-being, exit homelessness and thrive in housing.
- Good understanding or lived experience of the impacts of residential schools, generational trauma and or abuse.
- Sound knowledge of government, private and community-based housing service providers.
- Good de-escalation, negotiation, and conflict resolution skills to manage evolving situations.
- Good understanding of traditional, cultural and or holistic wellness and healing initiatives
- Exceptional verbal and written communications skills.
- Proficient in computer applications and software including MS Office tools.
- Demonstrated ability to empathize when engaging with individuals from diverse socio economic and cultural backgrounds, a high degree of confidentiality and sensitivity.
- Demonstrated ability to partner, curious perspective when engaging with a wide array of community partners, including advocates, volunteers, local business owners, neighbours, and community members.
- Ability to develop strong partnerships with services providers and community partners.
- Ability to learn, understand and update BC Housing mandate, programs, and services.
- Ability to develop and foster trusting relationships with people facing homelessness and multiple barriers.
- Ability to travel and work periodic evenings and weekends; transportation arrangements must meet the operational requirements of the position. Valid Class 5 BC driver's license and access to a vehicle.

6. Occupational Certification		
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Tier 4 Criminal Record Check Required.