

A WAY HOME KAMLOOPS SOCIETY

FULL TIME OUTREACH WORKER

JOB DESCRIPTION

JOB TITLE: Outreach Worker

PROGRAM OVERVIEW:

The Outreach Program is key cornerstone for prevention and ending youth homelessness in Kamloops. A Way Home Kamloops prioritizes supporting youth transitioning from the street into supportive housing, including our Safe Suites Program. Outreach is a key component in building a bridge from the survival on the streets into safe, secure and affordable housing. Prevention is an essential component of Outreach as youth at risk of homelessness will be supported to sustain housing or to secure more appropriate housing.

JOB SUMMARY:

The primary role of the Youth Outreach worker is to provide comprehensive youth engagement and support services to youth ages 16-26 at risk of or experiencing homelessness as part of a team for marginalized youth. This role will operate from a youth-led philosophy, honouring the lived expertise of young people we work with. Outreach will be provided with a relational, non-judgemental approach that promotes choice and supports the development of self-efficacy and self determination to effect change towards wellness. This role will assist youth in transitioning into housing and support youth in stabilizing out of homelessness. This role also provides homelessness prevention services such as family mediation, aging out transition planning, and preventing evictions.

PROGRAM SITE: Safe Suites & Scattered Sites

TARGET POPULATION:

Youth ages 16-26 who are at risk of, or experiencing, homelessness. This includes youth experiencing absolute street homelessness or hidden homelessness such as couch surfing or sexual exploitation. This includes prevention supports to youth facing housing insecurity.

CLASSIFICATION: Full time with benefits.

WAGE: \$20/hour

HOURS:

35 hours/week, 830-430pm, Monday to Friday.

RESPONSIBLE TO: Housing Manager

REQUIRED QUALIFICATIONS:

- Post-secondary education in the areas of social service, community support, human services, or a related field. Preferred Education Human services or Social Service, Community support.
- At least one year experience working with youth at risk.
- Experience in supportive housing and mental health/substance use.
- Strong knowledge of community resources and referral processes.
- Ability to work as a team, with strong communication, leadership, youth engagement and program development/evaluation skills.
- Demonstrated conflict resolution and de-escalation skills.
- Required certifications: First Aid/CPR-C, Naloxone training.
- Assets: ASSIST, Non-violent Crisis Intervention or Mental Health First Aid.
- Successful Criminal Record Check, including vulnerable persons check is required.

RESPONSIBILITIES:

YOUTH HOMELESSNESS PREVENTION:

- Prevent youth homelessness by supporting youth transitioning out of systems or sustainment of housing by navigating financial and emergency supports such as rental subsidies.
- Prevent youth homelessness by mediating conflict, problem-solving, and developing creative solutions to help youth sustain housing or to transition to more appropriate housing
- Organize and participate in public education seminars, workshops, and community fairs to provide education on support services for youth at risk of homelessness.
- Be a community advocate in raising awareness of the distinctiveness of youth homelessness, its magnitude and priority solutions.
- Support Safe Suites youth in the community by facilitating a successful transition out of street life and homelessness.
- Provide advocacy services and systems navigation to help youth access income support and housing solutions.

YOUTH HOMELESSNESS RESPONSE:

- Facilitate the transition of youth experiencing homelessness from survival of the streets to safe and secure housing.
- Connect youth to emergency services, temporary accommodations and resources to meet basic needs.

- Maintain regular contact, build strong relationships, and engage with youth to identify their goals and prioritize needs.
- Coordinate youth's movements through supports or emergency services to case management, housing, education, and/or employment.
- Complete Kamloops Youth Housing First Wrapforce Intake packages and provide outreach support to youth on the waiting list.
- Assist Case Manager with liaison with landlords to lease additional A Way Home Kamloops program apartments for youth on the waiting list.
- Collaborate with Case Managers to bridge youth from homelessness to housing with continuation of support.
- Support youth with their housing search, including completing applications, reviewing ads, attending viewings, meeting landlords, and connecting youth to supportive and market housing opportunities.
- Assist youth to secure income supports and furnishing for new accommodations.
- Develop, promote and manage a youth homelessness hub by engaging youth to access supports and scheduling community service partners to provide support services to youth onsite. Prepare meals for youth accessing supports onsite.

DOCUMENTATION AND COMMUNICATION:

- Complete daily documentation, including youth intake forms, and a checklist of services provided to each youth every shift.
- Facilitate and build strong relationships with community partners by providing timely communication and wraparound planning, including case conferences (consent must be given by the youth).
- Participate in program development and evaluations, including monthly reports & a leadership role in the Youth Homelessness Count.
- Provide social media outreach to youth experiencing homelessness.

WRAPAROUND SUPPORTS/COMMUNITY CONNECTIONS:

- Collaborate with the Wrapforce team to provide coordinated, holistic & comprehensive care that meets the needs of youth where they are at.
- Acts as a key point of contact to provide wraparound supports and assist youth to navigate various referral systems to obtain the support they need (i.e. income assistance, child welfare, mental health services, etc.)
- Help youth to develop linkages to community services and facilitate access to programs, services, solutions and opportunities and assist them in articulating needs and requests.

- Work collaboratively with youth, families, service providers, schools, city staff and police to ensure youth have access to programs and supports
- Provide assertive support to connect youth to services by transporting youth to appointments and attending with them to provide advocacy support.
- Enable positive civic participation for youth in the community.

HOUSING SUPPORT FOR YOUTH PROGRAMS

- Collaborate with Case managers on a weekly basis to identify service gaps and needs of youth in both scattered site and safe suites program.
- Provide life skills support in collaboration with the youth's needs including making medical appointments, house cleaning and maintenance, cooking, and food security.
- All work related communication is to be done through the outreach phone and email provided. Check voice mails, email and messages daily during work hours.
- Support Case Managers with move in/move out of units include paperwork, organization of the move and cleaning.
- Meeting with the Program Manager weekly to discuss goals and outcomes of the week.
- Working closely and collaboratively with Case Managers to ensure youths goals are supported.
- Provide support to On-Call staff to work collaboratively to support youth in both Scattered Site and Safe Suites.
- Assist Case Managers with inspecting housing damages and other issues as they arise and report to appropriate Case Manager.
- Cleaning and minor repairs to youth units.

CRISIS PREVENTION & RESPONSE:

- Facilitate emergency and safety planning from a harm reduction lens and provide immediate temporary accommodations when possible.
- Provide team-based outreach supports and distribute basic supplies such as first aid kits, program brochures, food, backpacks of supplies, and blankets to youth in need.
- Liaison with police, child welfare, and the health authority to meet youths mental health and substance use needs and to protect youth from harm.
- Provide youth with harm reduction supplies, carry naloxone and be prepared to provide overdose response.
- Complete street outreach walks or attend camps to build connections with marginalized youth.

- Collaborate with business associations to provide outreach support to youth that business interact with. Help connect youth to services and to move camp to more appropriate locations that facilitate a positive relationship with community businesses.
- Gather information of potential safety concerns for youth and report sightings of missing youth
- Maintain a safe work environment and report any safety issues.
- Provide after hours crisis support to youth in A Way Home housing.
- Complete incident reports as required.