

Employment Opportunity The Salvation Army Ontario Division

Position Title:	Street Outreach Worker	Competition #:	51/21
Ministry Unit:	Ottawa Booth Centre	Position Type:	2 Temp part contract positions ending March 31, 2022
Salary Range:	\$21.67 – Hourly premium available for late night and weekend work	Date posted:	October 8, 2021
City:	Ottawa	Posting Expires:	October 14, 2021

Applications only accepted at SORjobs@saobc.org. Please no phone calls.

Organization Description

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

Mission Statement

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Core Values

The Salvation Army Canada and Bermuda has four core values:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

POSITION SUMMARY:

Street outreach workers participate as members of various 2-person mobile teams working with the street entrenched population to ensure their basic needs are being met while encouraging and assisting them in moving towards the initial steps of securing housing. **Street Outreach workers are required to work various 8 hr shifts between 11am-3am.** There are 3 specialty teams within the program:

- Emergency Response – Traditional outreach work including wellness checks, transports, diversion calls and dispersing of emergency supplies to homeless individuals
- Interim case management – Confirm potential clients meet the program mandate and assist those individuals with the initial steps required to attain housing including completion of

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assessment tools, application and securing of documents such as birth certificates and proof of ongoing income

- Encampment engagement – Regularly visit known encampments and interact with the population to determine needs and assist those who meet the program mandate with accessing housing services. Respond to community concerns regarding encampments and large groups.
Complete risk assessments and safety planning prior to each engagement, ensuring the uniqueness of each visit is noted and addressed making team safety a priority

In addition each team is responsible to log and case-note all contacts and notation of service provided to clients as well as follow up with clients known to sleep outdoors. Finally each team member must share driving responsibility and safe operation of Street Outreach van during 8 hr. shift adhering to all Ottawa Booth Centre vehicle policies.

Street outreach workers must be prepared to engage individuals in situations and locations that some might find unfavorable, including meeting with clientele at night after dark in unconventional environments (parks, under bridges etc.) and engage in a collaborative approach to planning safe exits based on industry best practices. They must always operate with 'safety first' mind set.

This position requires an open, non-judgmental attitude towards the homeless population and the struggles they deal with on a daily basis. Street outreach workers will interact with highly intoxicated individuals, those with severe mental health issues and potentially angry and abusive clients. The ability to de-escalate situations and make quick, appropriate, collaborative decisions under competing priorities and situations is imperative.

Physical Requirements:

- A street outreach worker must be able to lift up to 50 pounds with assistance
- Support and assist clients in safely entering and exiting the Outreach van
- Sit and/or drive a vehicle for long periods
- Must be able to work in unfavorable weather conditions such as rain and cold.
- Must be able to walk distances through parks, open spaces as well as urban spaces

Education, Qualifications and Experience:

- A relevant post-secondary education in social services with training in harm reduction, addiction and mental health service or equivalent work experience is essential
- Two years' experience, ideally in an outreach setting, in direct client service with the homeless
- At minimum, most recent 2 years driving experience with a valid 'G' class driver's license
- Current clean driver's abstract is essential
- Clear Police background check for working with a vulnerable population

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Hours: Rotational Saturday and Sunday - 11:00am – 7:00pm and 7:00pm – 3:00am inclusive of statutory holidays,

The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.

We thank all applicants, however, only those candidates to be interviewed will be contacted.