



Employment Opportunity - Ontario Division

Job Title:	Street Outreach Worker	Competition #:	6/24
Department:	Outreach & Housing Services	Status/Position Type:	1 Full-time contract position, and 1 temp full-time position ending March 31, 2024
Compensation:	\$24.10 Hourly premium available for late night and weekend work	Unionized:	No
Ministry Unit:	Ottawa Booth Centre	Date posted:	February 9, 2024
Address:	171 George St.	Posting Expires:	February 22, 2024

APPLICATIONS ACCEPTED BY:

Please email resumes to: sorjobs@saobc.org

Or fax at 613 241-2818, Attention: Human Relations Department

Please no phone calls

MISSION, VISION AND VALUES:

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.

Vision Statement

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

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.

TERMS AND CONDITIONS:

POSITION PURPOSE 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 that potential clients meet the program mandate and assist those individuals with the initial steps required to attain housing, including completion of 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 by way of 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





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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 the Street Outreach Van during 8-hr shift, while adhering to all Ottawa Booth Centre vehicles 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. Workers must always operate with a 'safety first' mind set.

The position requires an open, non-judgmental attitude toward 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 motor vehicle for long periods
- work in unfavorable weather conditions such as rain and cold
- walk distances through parks, open spaces as well as in urban spaces

Education, Qualifications and Experience:

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

Hours: Monday to Friday - 11:15am – 7:15pm and 7:00pm – 3:00am, on a rotational basis, inclusive of statutory holidays

The Salvation Army, in its recruitment process, offers accommodation for applicants with disabilities. If you are contacted to participate in an interview or screening process, please advise us if you require accommodation.

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

You must advise your managing supervisor of your intentions prior to submitting your application.

