

## JOB DESCRIPTION

**Title: SENIOR HOUSING OUTREACH WORKER**

**Hours of Work:** Monday to Friday 8:30am to 4:30pm, 37.5 hours per week

**Probationary period:** 3 months

### **ABOUT THE SOCIETY:**

Seniors Services Society of BC is a non-profit agency located in New Westminster, B.C. which provides support services for seniors in New Westminster to live independently, as well as housing information across BC and outreach services for seniors in the Greater Vancouver Region.

### **POSITION:**

Within the vision and mission statements of the Society, reporting to the Programs Manager, **Seniors Housing Outreach Worker** will be responsible for providing one-on-one outreach services for homeless and at-risk clients. This requires maintaining a caseload of homeless and at-risk seniors to attain and/or maintain appropriate housing and services to support BOTH their short and long-term well-being.

### **KEY WORK OBJECTIVES:**

#### **I. OUTREACH PROGRAM**

##### **DUTIES INCLUDE:**

- Managing outreach client files by working closely with all housing services staff.
- Provide one-on-one outreach in the community as assigned or virtual as needed.
- Ensure homeless clients have access to emergency shelters and resources available after hours in accessing a homeless shelter.
- Facilitate a full assessment of client's housing needs.
- Assist clients in securing long term housing and ensure that adequate supports are in place.
- Work to develop a step-by-step case plan/goals/expectation in securing permanent housing.
- Liaise with housing providers, homeless shelters, and community partners.
- Maintain accurate and appropriate client records and case note as required and prepare reports as requested.
- Advocate on behalf of clients and work with building managers to avoid or prevent eviction.
- May need to assist clients in filing for disputes with the residential tenancy branch or provide supports with their hearing during an arbitration.
- Communicate honestly and clearly with clients about our ability to assist them therefore avoiding any unrealistic expectations by setting clear boundaries. Be able to identify when a file needs to be closed
- Be able to remain professional in unsettling circumstance when dealing with clients or the public
- Assist clients in obtaining safe, secure, affordable, permanent, and appropriate housing.
- Ensure all necessary supports are in place for clients by referring to appropriate resources and or setting up services as required within the community.
- Network with service providers and make referrals for your clients as appropriate including the health authorities and resources available in the community.
- Build working relationships with housing providers including BC Housing, Non-Profit Housing providers and private landlords in a professional manner.
- Connect clients to appropriate resources after being housed permanently

## II. OTHER DUTIES

- Maintain accurate and appropriate records of the program as required and prepare reports as requested. Making sure case notes/filing are up to date.
- Being flexible in accommodating emergency outreach referrals with a short notice.
- Ability to have good time-management and multitasking.
- Able to work well under pressure.
- May be required to lift 20 lbs
- Represent the agency in the community when requested in a professional manner
- Any other duties as required or assigned.
- Must be able to able to manage own waiting list of clients

## QUALIFICATIONS:

- Post secondary education in any of the following categories: social work, community social service, mental health and/or addictions, or gerontology. A bachelor's degree is preferred. Or equivalent life and work experience
- Minimum of three-year experience working with those who are homeless, living with mental health and/or addiction issues.
- Knowledgeable in community resources for seniors
- Understanding of systems that can lead to homelessness and/or poverty.
- Must have own vehicle and valid class 5 driver's license
- Non-Violent Crisis Intervention certificate an asset
- First Aid certificate
- Must be willing to provide a criminal record check
- Ability to balance work/life
- Must have a valid Class 5 license and an **insured reliable vehicle (required and essential)**.
- Must be willing to interact, engage and provide in person client outreach support by assisting clients in getting boxes for packing/coordinating moves and ensuring all supports are in place.
- Be willing to assist clients with light packing and moving if required

## OTHER KNOWLEDGE, SKILLS AND ABILITIES:

The successful applicant will be a self-driven and motivated individual who can work under minimum supervision. They must be able to build positive relationships with co-workers, volunteers, clients, housing providers, and community stakeholders. Thorough knowledge of government and community resources and programs for seniors and those defined as, 'hard to house' a definite asset. The applicant will be a creative problem solver who can work under stress and remain calm under tight timelines. The applicant will be a highly organized individual who is detail oriented.

***Salary range is \$40,950-48,750/year. A competitive benefits package is included after the three-month employment. This is a full-time regular position: 37.5 hours per week, Monday to Friday, 8:30 am to 4:30 pm.***

*You are required to bring your vehicle to work everyday. 50% of the cost of the designated parking space provided by the Seniors Services Society will be paid by Seniors Services Society. Per milage reimbursement will be provided when own vehicle is used in the provision of outreach care/support to clients in the community.*

Please submit your resume and cover letter via fax or e-mail only, NO PHONE CALLS PLEASE. Only qualified candidates will be contacted.

**Contact:**

**Grace Boateng-Ayedzi**

**Operations Manager**

Seniors Services Society

750 Carnarvon Street, New Westminster, BC, V3M 1E7

Email: [operationsmanager@seniorsservicessociety.ca](mailto:operationsmanager@seniorsservicessociety.ca)

Fax: 604-520-1798

Web: [www.seniorsservicessociety.ca](http://www.seniorsservicessociety.ca)