



Kermode Friendship Society

Registered with Revenue Canada as a "charitable organization"

4714 Park Ave , Terrace, B.C. V8G 1W1

Phone: 250 635- 4906

Website www.kermodefriendship.ca

Outreach worker

Reports To

Outreach Coordinator

Full-time, 35 hours a week

\$25/Hour

Job Summary

The outreach worker, under the direction of the Program Director, will primarily be responsible to act as an advocate for client groups within the community. This position will collaborate with members of an interdisciplinary team to plan, implement, coordinate, and evaluate client care and support in consultation with individuals and their families. This role will also respect and protect the rights of clients. The outreach worker must possess degree or diploma in a field appropriate to the position and three years of experience in social assistance.

Competencies

- Adaptability
- Client/Customer Focus
- Communication
- Cultural Sensitivity
- Negotiation
- Organization
- Problem Solving
- Professionalism
- Resourceful
- Results Orientation
- Teamwork

Job Duties

- Act as an advocate for client groups within the community
- Collaborate with members of an interdisciplinary team to plan, implement, coordinate, and evaluate client care and support in consultation with individuals and their families
- Respect and protect the rights of clients, including but not limited to their right to independence, autonomy, and self-determination; their right to choose and



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practice individual values, beliefs, religion, and culture; and their right to privacy and dignity

- Use effective interpersonal skills to communicate complex and sensitive information
- Provide a consistently high standard of care and support for clients
- Provide direct and comprehensive care and assistance to clients with specialized and complex needs
- Schedule or conduct follow-up meetings/appointments with clients
- Assess, evaluate, plan, and revise client care/support
- Encourage open communication among clients when discussing issues, problems, or concerns
- Ensure commitment to quality, client safety, and risk management initiatives
- Provide education and counselling to clients and families
- Provide ongoing advocacy and support to clients
- Provide timely and astute information to other members of the team, as well as to individuals under direct care or support and their family members
- Demonstrate cooperation among other staff members in order to ensure efficiency of care and support for clients
- Protect the health and safety of others by adopting safe work practices and reporting unsafe conditions immediately
- Perform responsibilities of the position within the legislative and regulatory standards set out in the applicable federal, provincial, and municipal legislation
- Prepare and submit accurate reports and records

Job Requirements

- Diploma in the Social Services field
- Three years of experience in social services programming delivery
- Certifications that are an asset include First Aid Level 1, Naloxone Training
- Clean vulnerable sector check
- Ability to deal pleasantly and effectively with a wide range of people of different ages and cultures, in potentially volatile and emotionally charged situations
- Ability to maintain positive professional boundaries without imposing personal judgments and expectations on families and clients
- Ability to make decisions in complex situations that could be immediately dangerous to life or health
- Ability to effectively communicate both verbally and in writing
- Ability to work individually as well as part of a team
- Ability to work under extreme pressure and handle tense and stressful situations
- Demonstrated time management skills
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment



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- High level of integrity and work ethic
- Knowledge of safe patient lifting/handling techniques
- Proven knowledge of case management processes and procedures
- Strong sense of ethics and the ability to handle sensitive or private information with tact and discretion
- Valid first aid or CPR certification

Work Conditions

- Exposure to infectious waste or illnesses
- Safety precautions due to proximity with hazardous materials and/or contagious diseases
- High levels of stress and pressure
- Flexible hours including nights, weekends, and holidays
- Periodic requirement to be on-call
- Periodic requirement to fulfill 24-hour on-call emergency shift(s)
- Occasional overtime
- Interaction with others under varying circumstances-including situations of a highly sensitive nature
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting patients