



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

<u>JOB TITLE:</u>	OUTREACH COORDINATOR	<u>SCHEDULE:</u>	C
<u>DIVISION:</u>	STRATEGIC INITIATIVES & PARTNERSHIPS	<u>PAYGRADE:</u>	11
		(UNDER REVIEW)	
<u>DEPARTMENT:</u>	CORPORATE MANAGEMENT		

GENERAL ACCOUNTABILITY:

The Outreach Coordinator is responsible for helping to connect the unsheltered homeless to health and social services, including safe and supported housing in accordance with the City's Social Health and Well-being goals and priorities. The incumbent works closely with Bylaw Services Officers and representatives from other allied service providers associated with the City's Community Safety Hub. The incumbent will also support related projects. This is a high-profile position requiring independent initiative and an understanding of the distinct needs and barriers of Indigenous peoples at risk of homelessness, as well as Indigenous cultural safety and trauma informed approaches. In addition, the incumbent must have the ability to professionally and effectively interact with a diverse range of individuals and organizations. Working conditions vary between a standard office environment to an outdoor environment with exposure to all weather conditions. Performs related duties. Working outside of traditional office hours is required in order to meet community needs. Schedule D hours.

MAJOR RESPONSIBILITIES:

Under the direction of the Manager, Strategic Initiatives & Partnerships, the incumbent supports the Social Development Strategy by:

- Connecting with clients who are homeless or at risk of homelessness to provide information relating to community resources;
- Fostering positive dialogue between unsheltered homeless people, bylaw and protective services, and neighbourhoods or community members;
- Establishing trusting and supportive relationships with clients while respecting their privacy and autonomy;
- Educating, informing and advocating for clients;
- Participating in, supporting or coordinating cross-jurisdictional working groups and service teams related to homelessness and service provision;
- Gathering and/or initiating research in relation to the development and/or implementation of related initiatives;
- Conducting research relating to best practices;
- Attending, facilitating and/or presenting at a variety of related meetings;
- Providing ongoing assistance and guidance to community agencies regarding the effective integration and implementation of social programs and initiatives;

- Participating in, supporting, or coordinating peer-based support services including development of peer teams; and
- Working in collaboration with the Manager to prepare grant submissions;

QUALIFICATIONS:

Education: Completion of Grade 12 plus a diploma in Social Services, Social Work or a related discipline.

Experience: A minimum of two years of related experience. Demonstrated experience working with at risk individuals who are experiencing homelessness, substance abuse, mental health or other barriers to independence.

Knowledge & Skills: Considerable knowledge of related community resources, service providers, organizations and agencies. Well-developed community engagement skills. Excellent consultation, communication and interpersonal skills to deal with a wide range of internal and external contacts. Ability to build relationships within the community. Strong organizational and project management skills, along with the ability to work to deadlines. Strong written and verbal communication abilities. Discretion in handling confidential matters with tact and diplomacy. Demonstrated initiative and be able to work in an independent manner while functioning as part of a team. Ability to communicate respectfully with internal and external contacts. Resourceful and able to find ways to improve performance and processes. Sound problem solving and decision making abilities. The ability to perform financial tasks such as preparing reports, project cost information and financial analyses. Strong computer abilities in a Windows-based environment. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to bullying and harassment, working alone and other significant hazards

Valid BC Driver's License:	Yes. Valid BC driver's license, Class 5 unrestricted.
Vehicle Usage:	Yes.
Police Information Check:	Yes. As a condition of employment, must be able to obtain and maintain a clear Police Information Check for offences related to the position.

Prepared by: S Young C Bone
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