



## JOB DESCRIPTION

**TITLE:** Outreach Support Worker (Better at Home)

**SUMMARY:** The outreach worker will be under the direction of the Better at Home Program Manager. The incumbent will provide support to the Program Manager and to clients in a variety of ways including, though not limited to, transportation, light housekeeping, grocery shopping, and friendly visiting. The incumbent will also provide support to the Program Manager with tracking and reporting, assisting with program promotion and advertising. The incumbent will also provide general program support and assistance to all Link programs when needed.

A key aspect to this position is working cooperatively with a variety of individuals in a caring, approachable, non-judgemental manner that encourages others to feel comfortable and respected.

### RESPONSIBILITIES:

Responsibilities of the position include, but are not limited to:

- Provide culturally inclusive and participant focused support services
- Meet individually with clients to offer non-medical supports
- Conduct research and identify appropriate resources for participants
- Provide transportation, if necessary, to appointments and outings
- Assist with client registration process as needed
- Complete and submit reports as required
- Maintain accurate client files
- Promote The Link programs and services within the community
- Where possible, promote awareness of marginalization and disabilities and their broad impact on families, communities, and societies
- Ensure the protection of privacy for all the participants, clients, volunteers, staff and contractors
- Promote a positive and respectful work atmosphere by interacting and communicating in a professional manner
- Participate as part of a team that is actively engaged in contributing and accomplishing the mission, vision, and goals of the LDFES in supporting women and families of the Lakes District
- Work cooperatively with a variety of individuals and professionals to promote a positive team environment
- Follow existing safety procedures and report safety concerns to your supervisor
- Other related duties upon request

## **SKILLS REQUIRED:**

- Understanding of local First Nations and respectful, culturally sensitive practices
- Proven ability to deliver services with a caring, approachable, non-judgmental demeanor which encourages clients, team members and others to feel comfortable and respected
- Excellent interpersonal communication (written and verbal) and customer service skills
- Excellent organizational, planning, problem-solving skills
- Ability to work independently employing initiative and judgement at a high level
- Experience with family and participant centred practice
- Computer proficiency, word processing and data base skills
- Ability to handle information in a confidential and professional manner

## **WORKING CONDITIONS:**

- Use of personal computer and cell phone may be required
- Office use and location may fluctuate
- Will be required to use own vehicle
- Optional travel within the region with the potential of overnight stays

## **SPECIAL CONDITIONS:**

- Initial and on-going employment is subject to submission of a clear Criminal Record check
- Must possess, as stated on the Driver Information form, valid class 5 driver's licence, satisfactory driver's abstract, appropriate insurance coverage, and as well as clear a vehicle safety inspection