



JOB DESCRIPTION

TITLE:	Mobile Outreach Worker
PROGRAM:	SAFEXST
REPORTS TO:	Program Manager
WORKS WITH:	Mobile Outreach Workers, Support Workers
JOB SUMMARY:	<p>The Mobile Outreach Worker offers early intervention, support, and harm reduction services in various communities throughout the South Okanagan through confidential and empathetic first response, street level engagement, and outreach services.</p> <p>The Mobile Outreach Worker works directly with people who experience barriers to overall health and wellbeing including, but not limited to: chronic homelessness or unstable/unsafe housing, intergenerational trauma, histories of or ongoing experiences of violence, substance use/addiction, mental health issues, involvement in survival sex trade, systemic abuse, lack of safety, social isolation, discrimination, and stigma. The Mobile Outreach Worker provides support based on individual needs and goals as well as referrals and transitions to other services.</p>

KEY DUTIES AND RESPONSIBILITIES:

1. Working from SOWINS Mobile Outreach Van; Responsible for ensuring that the van is maintained and kept in good mechanical condition.
2. Answering Mobile Outreach phone in a positive, professional manner; Taking clear and concise messages as needed. Responding to requests for services promptly and consistently.

3. Redirecting business and/or crisis calls as needed, either internally or to other community agencies. Reporting any community feedback/issues to Program Manager.
4. Using a harm reduction approach, building and maintaining trusting, non-judgmental, and confidential relationships with community members who access the access the van and support services. Maintaining professional boundaries while engaging with clients.
5. Liaise with the SAFExst Drop-in Centre for the purpose of continuity in case planning and community engagement. Communicate updates and needs of shared clientele for the purpose of cross-case planning and rapid response.
6. Adhering to strict confidentiality policies and codes of conduct.
7. Providing community members access to harm reduction supplies and support, education regarding safest practices for drug use and sex work, and referrals as needed. Providing clean needles, naloxone and overdose management information, drug testing, condoms and other personal care items. Safely recovering used syringes and other paraphernalia from the community.
8. Providing information on HIV testing. Connect positive individuals to treatment.
9. Assisting individuals engaged in sex work with “bad date” information and reporting tools
10. Directly contacting police and emergency services as needed.
11. May provide first aid during medical emergencies including responding to drug overdoses.
12. Maintaining necessary client and program reports and statistics; Ensuring that all required documentation is accurate.
13. Maintaining inventory in the van. Working with the SAFExst Drop-in Centre to coordinate shared supply ordering and storage. Source donations for this inventory when possible. Coordinate kit-making required for the van.
14. Maintaining housekeeping services such as organizing, cleaning, emptying garbage, safely disposing of sharps containers.
15. Maintaining current knowledge of issues and resources related to harm reduction approaches, drug use and sex work.
16. Perform other duties as required.

QUALIFICATIONS:

Education: Diploma in a related human / social service field
Standard First Aid Level 1 including CPR/AED and Naloxone training
Non Violent Crisis Intervention (NVCI) Training

Experience: One year recent related experience, including street outreach work

Knowledge:

- Aware of marginalizing circumstances experienced by diverse communities including, but not limited to: drug use, homelessness or precarious housing, sex work, mental health, trauma and violence, etc.
- A strong understanding of safest drug use and sex work practices, related social and economic factors, HIV/AIDS, Hep C, Mental Health, harm reduction, etc.
- Knowledge of personal safety and OH&S protocols for diverse environments. Eg. Proper handling of sharps and biohazardous materials.
- Understanding of how cultural diversity influences the participant service plan.
- Understanding of harm reduction as it relates to drug use and sex work. Understanding of trauma- and violence-informed practice.

Skills:

- Ability to function effectively in difficult or crisis situations.
- Able and willing to negotiate / mediate conflict. Understand how to use de-escalation and non-violent communication techniques.
- Able to communicate effectively and have excellent written and oral communication skills.

Other Requirements:

- Ability to work flexible hours -- days / evenings / potentially weekend shifts
- Valid BC Class 5 driver's license
- Vulnerable Sector criminal record check

SOWINS Core Competencies:

- Is respectful, non-judgmental and inclusive at all times.
- Follows through on commitments and obligations.
- Interacts with colleagues, clients and other organizations with whom we work honestly and fairly; communicates effectively.

SOWINS Core Competencies (continued):

- Fosters open communications by sharing activities with the Supervisor and the rest of the SOWINS Team, as appropriate.
- Plans and organizes time effectively and efficiently.
- Represents SOWINS in a positive and professional manner.
- Models the Society's Code of Ethics.