

## Outreach Worker (Reaching Home)

John Howard Society (JHS) Pacific is a dynamic non-profit organization that provides innovative programming in the social services sector. We strive to create safe, healthy, and inclusive communities for all.

### ROLE PURPOSE

This position will provide intensive supports and services to individuals experiencing, or at risk of, homelessness in a flexible, compassionate, and responsible manner.

### HOURS

Monday to Friday, 0900-16:30, 37.5 hours per week. This is a permanent full-time position.

*This position requires the ability to work flexible hours during the daytime, evenings, and weekends based on operational needs and program requirements.*

### LOCATIONS

Vancouver

### KEY ACCOUNTABILITIES

- Assists individuals with locating and securing safe and affordable housing
- Provides individuals with the support to maintain housing through landlord-tenant mediation
- Provides outreach, case management, counseling, advocacy, and other needed services to clients in any environment including: the streets, shelters, hospitals, institutions, apartments, and office
- Maintains written and computerized records, compiles reports and completes other program documentation (including case notes, statistics, letters, available file information, etc.) in accordance with the policy and procedures manuals of the society and in accordance with funder requirements
- Supports and provides services for all clients who have histories of homelessness and lived experiences of facing multiple barriers such as substance abuse, mental health, involvement in the criminal justice system, and trauma
- Educates, informs and advocates for clients regarding benefits and entitlements (social assistance, rental subsidies, employment supports, low-income services i.e. food bank and food stamps)

### OUR VALUES

- Inclusive ·
- Accountable ·
- Person-Centered ·
- Collaborative ·
- Determined ·

### QUALIFICATIONS

We are seeking a highly motivated individual with a proven ability to work within a fast-paced, growth-focused environment. The ideal candidate has:

- A Diploma in Social Services and one-year relevant experience is preferred; inhouse training can be provided for the right candidate
- Professional or lived experience working with vulnerable populations experiencing multiple barriers
- A demonstrated and clear ability to respond well in crisis situations

### **REQUIREMENTS**

- Ability to successfully complete a Vulnerable Persons Criminal Records Check
- Ability to successfully pass a reference check
- Current Emergency First Aid Certificate
- Valid driver's license
- Personal transportation that is in good repair, insured for business up to \$1,000,000 for liability, and which can be used to transport clients

### **COMPENSATION**

As JHS Pacific is a unionized environment, the starting wage is \$23.10 per hour. The wage will increase with every 2,000 hours worked up to a maximum of \$26.91 per hour.

### **WHAT WE OFFER?**

- Committed Living Wage Employer
- Competitive benefits package, including health, wellness, and pension plan
- Career and personal development, with the ability to grow in a diverse range of programs
- Access to a range of staff mental health supports, including an inhouse counsellor, Employee Family Assistance Program, and Critical Incidents Stress Management

### **DIVERSITY, EQUITY AND INCLUSION**

At JHS Pacific, we value and accommodate unique differences to ensure that our staff have the opportunity and are supported to thrive. To build a strong and representative workforce, we encourage applications from all qualified applicants, including but not limited to members of communities that are disadvantaged on any grounds, including Indigenous Peoples, people of colour, people of all genders and sexualities, and people with disabilities.

### **HOW TO APPLY**

Please submit your application with a detailed cover letter and resume with the subject line "Outreach Worker (Reaching Home)" to [careers@jhspacific.ca](mailto:careers@jhspacific.ca)

The logo for JHS Pacific, consisting of the letters "JHS" in a white, sans-serif font inside a white square with a thin border, set against a teal background.