



Building community
Développer la communauté

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Job Description CANADA SUMMER JOBS 2018

Title: Outreach and Engagement Support Worker

Category: 30 hours per week for 8 weeks

Supervisor: Manager of Community Development

Salary: \$14 per hour

Job Summary:

The Outreach and Engagement Support Worker will work directly with the Housing Support and Community Engagement Worker to provide services and outreach to a variety of clients. The Outreach and Engagement Support Worker reports to the Manager of Community Development. This position will be part of a dynamic team that provides housing supports and services to both tenants and clients throughout the community. This position will provide support and assistance to clients and tenants at multiple Options Bytown locations.

Main Duties:

- Collaborate with tenants to come up with creative programming ideas and deliver activities to tenants and clients within Options Bytown supported housing and Resource Centers.
- Increase community awareness of client-oriented activities such as the arts programming and extend its reach into the broader community, building in opportunities to display and sell the art and educate the community about the work of Options Bytown.
- Support and educate tenants on maintaining a designated Facebook Show and Sell Page.
- Coordinate and collaborate with tenants and clients to run an end of summer celebration connecting Options Bytown with the broader community.
- Facilitate workshops and groups that are inclusive to clients who primarily converse in French
- Work independently and within a team to provide supports to clients in supportive and social housing.
- Work directly with the Housing Support and Community Engagement Worker at multiple locations including Options Bytown Resource Centres.
- Build rapport with clients to ensure a trusting, judgement free relationship and promote an engaging environment
- Engage in projects as directed by the manager.

- Perform administrative duties including but not limited to contacting other agencies and resources, creating reports, and preserving confidentiality of all client information

Job Qualifications

- Be between 18 and 30 years of age at the start of employment, have been registered as a full time student in the previous academic year, and intend to return to school on a full time basis in the next academic year.
- Be attending post secondary education for related fields to Social Services
- Have at least one year experience in customer service
- Ability to converse in languages in addition to English is considered an asset
- Facilitate workshops and groups that are inclusive to clients to primarily converse in French

Key Skills and Abilities

- Basic knowledge and experience working with computers
- Compassionate and caring attitude towards others.
- Creative and engaging work ethic
- Sensitive towards issues faced by people experiencing homelessness
- Possess a high level of tolerance and understanding

Work Environment:

The employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, the lack of personal care and the conditions within the client's apartment.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, carrying, and lifting. The employee coordinates multiple tasks simultaneously and performs some repetitive motion activities. They operate a computer key board; firm/strong grasping is required. They make and receive phone calls and use daily, general office equipment such as a copier, fax machine, phones etc.

Options Bytown welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Accessible formats and communication supports are available for applicants on request by contacting our Human Resource Officer and emccarney@optionsbytown.com.