



Feeding hope. Changing lives.

Outreach Worker, WRT Job Description

Department: Programs
Branch: Women and Families Centre
Location: 601 East Hastings, Vancouver
Reports to: Women's Chaplain

Job Summary:

This position involves ministering to women and families living in the neighbourhood of the Women and Families Centre. 'Ministering' entails forming relationships, loving, praying, declaring the good news of Jesus Christ and making disciples as well as assisting the guests with material needs. The job may include making referrals for housing, clothing, shelter, recovery and a wide variety of other sundry duties as dictated by the needs of the women and families we serve. The work will be based out of the Hastings facility until the completion of the new Women & Families Centre at 616 East Cordova in late 2021. From time to time the Outreach Worker will assist Outreach at other UGM locations.

Main Duties and Responsibilities:

- Model Christ in word and deed.
- 30% - Provide support and spiritual guidance to guests that visit the Centre including referrals to external services; recommend and assist guests in finding suitable safe accommodation. Liaise with other service agencies in the area.
- 15% - Build strong relationships with guests and encourage them to explore Christianity. Facilitate a Chapel service or devotional service and lead Bible studies when required.
- 15% - Plan specific projects, programs and initiate activities, including spiritual development under the direction of Supervisor.
- 10% - Participate in staff meetings, training and spiritual development opportunities in particular to provide support, training and coordination for new staff, summer workers and volunteers.
- 10% - Maintain accurate records, including important information of clients for future reference. Maintain the centre and office space in a clean and presentable condition.
- 10% - Monitor age, sobriety, gender of guests coming into the centre where appropriate. Maintain daily security, e.g., secure all gates and doors when no events are occurring.
- 10% - Perform other duties as required by your Supervisor, including undertake speaking engagements as requested by your Supervisor and promote awareness of the needs and challenges of guests/clients.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.

Knowledge, Skills and Abilities:

- Agreement with UGM's Mission Statement (see www.ugm.ca) and Statement of Faith.
- Personal knowledge and experience of the saving work of Jesus Christ.
- Understanding of the importance of a high level of confidentiality within the organization and its clientele.
- 1 year of related work experience is required, and a willingness to work with vulnerable women who face gender violence in the streets of their community.
- Related post-secondary education preferred.
- Consideration may be given to alternate combinations of lived experience and education.
- Experience working in a community organization, foundation or ministry.

- Experience working in a multi-ethnic and socially diverse community required. Experience with Indigenous clients is an asset.
- Experience dealing with complex matters, including one's own life experience which encouraged your own personal work of resilience.
- Strong interpersonal skills.
- Valid Class 5 drivers' license required or willingness to take transit with UGM community members if necessary for accessing shelter and/or recovery.
- Intermediate computer skills (Excel, Word and Outlook)
- Ability to work independently under the direction of a Supervisor.
- Identify and solve problems and follow through on initiatives.
- Complete UGM Non-Violent Crisis Intervention Course.
- Complete UGM Outreach Worker Orientation Course.
- Technical Competency—Trauma-Informed Care (Level 2): Help identify negative events that have impacted the client's functioning, and develop interventions that emphasize safety, choice, and personal control.

Behavioural Competencies:

- **Adaptability/Flexibility (Level 2)**
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 2)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Diversity and Cultural Responsiveness (Level 2)**
Provide respectful, equitable, and effective services to diverse populations by affirming the value, worth, and dignity of all.
- **Effective Communication (Level 2)**
Provide verbal and written communication that builds trust, respect, and credibility, and includes active listening skills and non-verbal communication.
- **Self-Care (Level 2)**
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Teamwork and Cooperation (Level 2)**
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

Working Conditions:

- **Work Location**
Work is generally performed indoors, with up to 10% of the time spent outdoors in all types of weather.
- **Physical Requirements**
Work is generally sedentary in nature, but may require standing, walking or reaching for up to 50% of the time. Employee is required to look at a computer screen and use a keyboard for up to 30% of the time. Must be able to lift up to 35lbs occasionally.
- **Work Conditions**
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Occasional environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work**
Shifts may include day, afternoon, evening, and weekend. Work on statutory holidays may be required. Moderate overtime may be required. Some work on scheduled days off may be required.
- **Hazards**

Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

- **Other**

Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ **Date:** _____

Supervisor's Signature: _____

Name: _____ **Date:** _____