



Job title: Outreach Worker, Welcoming Streets Initiative
Location: St. Catharines
Program Area: Outreach and Community Connections
Reports to: Team Lead, REACH Niagara & Positive Living
Wage range: \$25.50 to \$34.13/hour +10% in lieu of benefits
Status: Full time (35 hours/week), temporary (up to May 1, 2025)
Hours of Work: Monday - Friday (8:30 a.m. - 4:30 p.m.)

Summary

This is a unique opportunity to be part of a new pilot program, 'The Welcoming Streets Initiative (WSI)', co-led by REACH Niagara and Positive Living Niagara in close collaboration with many community partners. This program's overall goal is to promote a sense of safety and community well-being for those who are street involved.

REACH Niagara is a dynamic nonprofit, charitable organization that provides health care services to the unhoused community, survivors of intimate partner violence, those with justice involvement, and those who experience barriers to accessing healthcare services. We are committed to removing barriers to care by providing accessible and equitable care.

Positive Living Niagara is a non-profit, charitable organization that supports people living with or affected by HIV. With the goal of reducing transmission of HIV, Hepatitis C and other blood-borne pathogens, the StreetWorks program uses a harm reduction approach to care and supports people who use substances through the Needle Syringe Program, peer support, case management, supervised consumption, outreach, and training and distribution of naloxone.

Dual-reporting to the Team Lead of REACH Niagara and Positive Living Niagara, the WSI Outreach Worker will provide outreach services, in collaboration with persons with living experience, to various St. Catharines neighbourhoods to engage at-risk and vulnerable community members. This position is ideal for someone who thrives on engagement and is skilled with managing relationships with community partners and businesses.

Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

50% Outreach Services:

- Deliver short-term, task focused outreach services, including support, de-escalation, connection, and referrals from St. Catharines neighbourhoods.
- Develop therapeutic relationships with street involved community members who are impacted by the social determinants of health and require assistance to overcome barriers and access to services.
- Respond to concerns identified by business owners, police, and the public by providing support and connection to clients.
- Visit targeted sites to connect with at-risk individuals and begin to build rapport.
- Facilitate linkages and provide information to individuals regarding primary care, harm reduction services, addictions, mental health supports, and other referrals identified by the client.
- Provide assistance to address basic necessities, this may include: access to food, housing, and financial assistance resources
- Advocate for individual client's needs to ensure effective access to services

30% Engagement with Businesses and Community Partners:

- Build and maintain positive relationships with businesses in the downtown core by responding to business calls in a timely way, connecting with businesses through regular outreach efforts, facilitating educational workshops on related topics (i.e., overdose education and prevention, addiction), and partnering with businesses to offer innovative community development initiatives
- Build and maintain positive relationships with the St. Catharines Downtown Association which may include attendance at meetings
- Visit targeted areas, such as downtown businesses, libraries, community services etc. to provide information about the program and encourage referrals.
- Assist in the development of educational materials for business owners / community agencies
- Identify and lead proactive engagement with community partners and businesses.
- Provide education about the program to various community partners and other interested parties.

20% - Administration/Overall:

- Maintain timely reporting requirements and data collection
- Follow-up on outreach activities and facilitate access to community resources.
- Engages in evidence-based practice and ongoing learning.
- Operates within established policies and procedures.
- Participates in team and organizational meetings, committees, special events, etc.
- Demonstrates a commitment to a healthy and safe workplace for self and others (staff, clients, families, etc.) by taking all reasonable precautions and working in

compliance with REACH-related policies, health and safety legislation and best practices.

- Work in a manner that demonstrates commitment to REACH Niagara's and Positive Living Niagara's mission, vision, and values.
- Other duties as required.

Qualifications

Education and Work Experience Requirements:

- Completion of a relevant college or university program in social work, counselling or other social science or health-related discipline. Equivalent experience will be considered.
- A minimum of 1 - 3 years of front-line experience with outreach provision, crisis management, and working with people who are experiencing homelessness, mental health and/or persons who use substances.
- Minimum of 1 year experience in safety planning and crisis intervention
- CPR Certificate/First Aid (preferred)
- Non-Violent Crisis Intervention Training (preferred)
- Overdose response and naloxone administration training (preferred)

Knowledge, Skills and Abilities

- Extensive knowledge of community services and resources
- Skilled at developing positive relationships with all community members, building trust with ease, and working to assist people experiencing crisis.
- Ability to work collaboratively as part of an integrated, interdisciplinary team, and have good organizational, communication, interpersonal, and problem-solving skills.
- Understanding of self-care and awareness of personal and professional boundaries when working with complex issues.
- Ability to de-escalate conflict.
- Confidence in asserting and maintaining strong boundaries
- Ability to practice utilizing a client-centered approach with a strong understanding of the impact of the social determinants of health on client care management.
- Excellent time management skills with the demonstrated ability to effectively set priorities and complete required tasks.
- Ability to effectively identify problems and collaborate with others towards a solution.
- Must be able to work in an evolving environment, while maintaining a positive attitude and providing exemplary client-centered care.
- Demonstrated initiative and experience working independently with minimal supervision
- Excellent oral and written communication skills
- Ability to carry out duties independently while maintaining accountability

Conditions of Employment

- Understands and works within the Occupational Health and Safety ACT (OHSA) and Personal Health Information Protection Act (PHIPA)
- Demonstrates a commitment of a health and safety environment for self and others by taking all reasonable precautions and working in compliance with REACH's related policies and best practices.
- At point of hire, provide proof of education (where applicable) and satisfactory Police Clearance Certificate

Working Conditions

- May include stressful environment where there are mental and emotional demands with an expected amount of unpredictable behaviors
- Exposure to weather conditions
- Potential exposure to traumatic situations
- Physically demanding role with significant long periods of walking and standing in various weather conditions.

Employee Name:

Employee Signature:

Date:

Supervisor Name:

Supervisor Signature:

Date: