



Positive Living
NIAGARA



REACH Niagara

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 December 31, 2026)
Hours of Work: Monday - Friday (8:30 a.m. - 4:30 p.m.)

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.

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.

What you can expect from us:

- Competitive wage: \$25.50 - \$34.13 +10% in lieu of benefits
- We believe in work life balance and provide: 8 paid health and wellness days + \$2000 to support your well-being
- Being part of organizations that are doing meaningful work in the community!

About the role:

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.
- 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

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
- 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.
- 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.

To excel in this role you will need:

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.

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.

Does this sound like something you may be interested in? Please email a copy of your resume and cover letter to Carolyn Dyer: carolyn@reachniagara.com

We thank all applicants for their interest but only those selected for further consideration will be contacted.

REACH is an equal opportunity employer – we are committed to a diverse, equitable, and inclusive environment. We welcome all applications. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, REACH will provide accommodations through the recruitment process to applicants with disabilities. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.