



Changing Lives • Growing Community

Courage • Compassion • Connection • Commitment

E4C, one of Edmonton’s oldest and most respected social service agencies, is seeking a dedicated professional eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people, helping and supporting individuals and the community in undergoing positive change and increasing capacity.

Outreach Worker– Crossroads Outreach

Homeless Support Services Division

Job Purpose

Crossroads Outreach provides support and harm reduction to adult persons involved in street based sex work and to persons engaging in “survival sex”. Many of our community members experience a continuum of barriers to overall health and wellbeing such as: chronic homelessness, intergenerational trauma, problematic substance use, systemic abuse, lack of safety, loneliness, and stigma. As a member of the team your responsibility is to provide support based on individual needs and goals.

Schedule

This role consists of Evening Street Outreach, Evening Drop-In and Daytime Support. Monday to Friday. Schedule for the shift is as follows:

Day 1	12:00 noon – 8:00pm	Daytime & Evening Drop-In
Day 2	4:00pm – 12:00 midnight	Evening Drop-In & Evening Street Outreach
Day 3	12:00 noon – 8:00pm	Daytime & Evening Drop-In
Day 4	4:00pm – 12:00 midnight	Evening Drop-In & Evening Street Outreach
Day 5	9:00-5:00pm	Daytime Support/Administration

Duties and Responsibilities

General

- Utilize a person centered, non judgmental, harm reduction approach in engaging community members
- Honor, acknowledge and accept community member decisions
- Create a safe and respectful atmosphere
- Provide access to basic needs and harm reduction supplies
- Build trusting relationships
- Connect community members with additional service providers in the city
- Administer first aid as necessary

- Regularly communicate and collaborate with fellow staff and relevant partners to enhance service provision

Daytime In-reach/Community

Respond to requests for service between 12pm and 5pm

- Follow-up with community members you engaged with the prior evening shift (when appropriate)
- Requests for service/ follow up may include the following but not exclusively: housing inquiries, transportation, supported referrals, home visits, support at appointments in the community, access to government identification, coffee, housing intake, crisis management, emotional support, inquiries about additional resources, help with applications, etc.
- Respond to requests for follow-up from other team members (if time permits)
- Other duties may be assigned as needed

Evening Drop-In

Be present in our drop-in space with (at least) one other staff member between the hours of 5pm to 7:30pm

- Help peer volunteer prepare meals and snacks
- Foster a sense of community and collaborate with peer volunteers
- Encourage community members to actively participate in maintaining the safe and respectful space/atmosphere
- Respond to requests for support and basic needs
- Help organize and implement special events (ex. holiday events)
- Maintain organization and cleanliness in the drop-in space
- Other duties may be assigned as needed

Street Outreach

- Responsible for the operation (driving) of the outreach van accompanied with a pre- scheduled volunteer (typically 830pm-12am)
- Provide respite from the streets and access to basic needs and harm reduction supplies
- Respond to crisis and requests for service from service users on the streets and in other settings (e.g., hospitals, home visits, etc.) during the evening hours
- Effectively manage time and location based on need and circumstances
- Ensure follow-up with daytime staff when necessary
- Respond to specific requests for service provision as assigned by the Team Lead
- Effectively communicate and cooperate with volunteer personnel
- Instruct/orient volunteer as needed
- Must have some flexibility to extend the shift past midnight in special circumstances
- Other duties may be assigned as needed.

Administrative

- Maintain personal notes/documentation
- Maintain street outreach contact log
- Monitor drop-in log
- Utilize assigned cell phone
- Enter quantitative/qualitative notes into program database on a weekly basis
- Submit monthly debit receipts and personal mileage forms for requisition
- Other duties, as requested by the Team Lead

Qualifications

- Post-secondary education in human services or social sciences and / or at least 2 years related experience.
- Strong interpersonal, communication, and teamwork skills; non-judgmental, empathetic, flexible and the ability to work with initiative and independence.
- Class 5 Driver's License with a good driving record, use of personal vehicle and the operation of a company vehicle are required.
- Police Information Check and Intervention Record Check required.
- Standard First Aid and CPR and Suicide Intervention
- A basic knowledge and understanding of the following subjects are an asset: trauma and the brain, crisis management, substance use, mental health issues, patriarchy, and post-colonial impact
- Basic computer aptitude and skills

Competencies

- Ability to support community members who may be experiencing a continuum of varied physical and mental health status
- Confidence performing subjective risk assessment based on context and current knowledge of community member
- Understanding/experience working with individuals involved in street based sex work and to persons engaging in "survival sex"
- An ability to be responsive, adapt and function in high stress environments, or quickly changing needs
- Must have a sensitivity and awareness of the oppressions and stigma experienced by community members
- Ability to de-escalate situations with ease
- Friendly and non-assumptive in approach

Working Conditions

Work in a potentially high stress, fast paced, demanding work environment. Our community members experience a continuum of varied physical and mental health status. At times, community members may express pain and anger in a manner that may seem aggressive and threatening (examples include: self harm, suicidal ideation, verbal aggression). Community members may engage in a continuum of substance use. Staff occasionally will be working single staffed, or supported by a volunteer. Regular risks associated with operating a motor vehicle.

Physical Requirements

Handling and carrying outreach supplies and equipment. Periodically helping participants in and out of the outreach van when their abilities make it difficult to do so. Must be able to climb in and out of the outreach van. Must be able to operate a motor vehicle at night, in winter conditions. Periodically transporting heavy goods from the food bank to the work site.

Salary Scale

Starting at \$19.21 per hour.

Please submit your résumé to:
E-mail: hr@e4calberta.org

Fax: 780-756-0208

We thank all applicants for their interest, however, only those selected for an interview will be contacted.