



58 Queen Street South, Kitchener, Ontario • N2G 1V6 • Telephone (519) 743-1151

Housing and Outreach Worker

The Working Centre is a dynamic community based organization with projects that range from: employment supports and financial problem solving; an integrated response to homelessness and addictions including a community kitchen hub, medical and psychiatric supports, street and encampment outreach; a growing network of affordable and supportive housing and shelters; community enterprise projects including plant-based cafes, a bicycle recycling shop, a computer recycling shop, a housewares and furniture thrift store and a clothing shop.

The Working Centre has been developing as a Living System organization with the capacity for creative responses. A Living System means that our practices and approaches have the openness to evolve, that cooperation, responsiveness, hospitality and diversity are key features.

JOB SUMMARY

Outreach workers respond to the support needs of people who are experiencing homelessness or who are at risk of homelessness, often dealing with the complexities of substance use, lack of affordable housing, mental health issues, and challenges navigating complex systems. The work is highly relationship-based, always challenging and changing, and responds to the needs of the people we support towards improving their experience of life.

This position involves problem solving for a wide range of people and has a focus on accompanying people with generosity and kindness, helping them to access community supports and navigate systems. We encounter people in our drop-in spaces and in the community (encampments, motels, shelter and housing).

Outreach workers are responsive, truly enjoy being with people, have a good understanding of collaboration and team work, and are not set on following standard routines in their work. The position requires taking a trauma informed approach, and working from a philosophy of harm reduction. Attention to detail and follow-through is very important, as we navigate income supports, healthcare, housing and legal issues. We form a responsive group, collaborating strongly with other agencies and within the projects of The Working Centre.

SUMMARY OF RESPONSIBILITIES

- Hold a deep understanding of trauma-informed care and harm reduction models.
- Be able to build and maintain meaningful relationships with a wide range of individuals, putting their needs at the centre of the work, while maintaining healthy boundaries.
- Closely track progress, work strategically and problem-solve barriers with large numbers of individuals on their journeys
- Work to connect individuals with stabilizing supports: medical, dental, legal, taxes, shelter, eviction prevention, and etc.

Incorporated as K-W Working Centre for the Unemployed
Charitable Registration No. 13092 9607 RR0001

- Drive work vehicles to visit remote locations and accompany individuals to various appointments. Driver's License is a requirement for this role.
- Work closely with immediate outreach team, as well as with broader Working Centre team and community partners. Strong communication and collaboration skills are central to this role.
- Hold awareness of and relationship with system support partners.
- Hold awareness of various programs and benefits that individuals we support can access. Stay alert and abreast of new programs and benefits as they emerge.
- Balance a place-based and mobile approach and work load.
- Interact with various technology platforms with ease and accuracy.
- Accurately and appropriately record the work you are doing in order to create relevant and usable data and statistics about the needs of those experiencing homelessness.

QUALITIES AND QUALIFICATIONS

- Ability to multi-task, deal with multiple demands, and to stay calm under pressure; determined worker who is willing to go the extra mile to meet people and project needs.
- 3 years proven experience with community-based work
- Valid Driver's License
- Knowledge of housing and medical systems, mental health and addictions, legal services, professional obligations as they relate to community-based work.
- Ability to balance relationship building with setting appropriate boundaries with many people who may experience profound needs.
- Welcome other points of view and ideas, recognizing and embracing different and contrary perspectives with kindness, curiosity, and encouragement.
- Willingness to bring practical and focused skills to support people moving towards their goals
- Excellent time management skills, with the ability to perform multiple tasks and meet deadlines while maintaining quality.
- Work from a strength-based approach; hold awareness of risks without fear.
- Willing to engage in the thoughtful connecting and advocating of system change, a person at a time.

COMPENSATION AND BENEFITS

We are looking for someone to join our team full time, working Mondays to Fridays from 9am-5pm.

The Working Centre has always held an equal salary policy across the organization, reducing comparisons and hierarchy. This work is more than a job – it is about committed community work in a collaborative environment. This position is offered at \$23-\$26/hour. There is a generous benefit package after 3 months for full-time work.

APPLICATION PROCESS

If you think that this role would make you excited to come to work every day, we'd like to hear from you.

Email your application to working@theworkingcentre.org and include:

- A cover letter explaining your interest in this position, our organization and how your experience and skill would be a good fit.
- Your resume