



## Position Vacancy Posting

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| <b>Position Title:</b> Outreach Program Assistant | <b>Competition No.</b> 21-12        |
| <b>Program:</b> Outreach                          | <b>Salary Range Steps:</b> \$24.48  |
| <b>Location:</b> Nanaimo                          | <b>Employee Group:</b> HSA          |
| <b>Hours per week:</b> 37.5                       | <b>Position Status:</b> Full Time   |
| <b>Shift Schedule:</b> Monday to Friday           | <b>Anticipated Start Date:</b> ASAP |

### **Nature of Position:**

Provide program assistance in planning, implementing and overseeing specific projects in the Outreach Services program. Provide community-based support to women who are homeless or at risk of homelessness and have experienced violence or are at risk of violence. Working in partnership with community partners ensure Outreach and Housing Support Services are available to all Haven Society clients.

**Reports To:** Program Coordinator

### **Key Duties and Responsibilities**

1. Provide program assistance, planning, case management and other assistance as requested to the Outreach Services Coordinator. Conduct intake assessments and facilitate access to Haven Society's Outreach and Housing Support Services.
2. Assist in reducing barriers to stable housing for marginalized women, and enhance landlord tenancy relationships by providing education/resources to support and maintain client tenancy
3. Provide documentation and data entry for HPP or Boundary clients and provide coordination for program functioning to support clients in acquiring and maintaining stable housing.
4. Provide clients with information and/or education pertaining to abuse and violence, tenancy rights, legal and financial aid, and community resources. When appropriate advocate on behalf of client.
5. Assist clients with goal setting, problem-solving and help clients to implement identified goals. Provide feedback and assist conflict mediation, response and intervention if necessary. Act as a positive role model for clients. Maintain a non-judgmental and co-operative atmosphere for the women and children who access services.
6. Ensure services are provided in safe and accessible locations for women and/or provide transportation, where possible, to support client access to services.
7. Facilitate support groups in accordance with program mandate and identified client skills and needs.
8. Maintain positive relationships with referral agencies and make referrals as needed. Assesses clients' need for other services and provides them with information on helping organization and professionals such as community service agencies, counselors, legal aid lawyers, physicians and mental health services.
9. Maintain a current knowledge and analysis of issues related to violence against women, and gendered based homelessness.
10. Ensure that the required program standard, goals and Society policies, procedures, philosophy and ethics are met.
11. Maintain all necessary reports, statistics and documentation.
12. Perform other duties as required

### **Qualifications:**

#### **Required Knowledge, Skills, and Abilities:**

- o Good written and verbal communication skills.
- o Feminist analysis and understanding of the dynamics and causes of violence against women.
- o Training in mental health and addictions, and must be comfortable working within a harm reduction framework.
- o Knowledge of and experience in group facilitation.
- o Personal qualities and attitudes that welcome, respect, and appreciate clients, volunteers, staff, donors and the larger community.
- o Demonstrate a respect for diversity.
- o Foster team participation and contribute to the goals and activities of Haven Society as well as the Outreach Program.

#### **Required Education, Training, and Experience:**

- o Diploma in Human or Social Services or the equivalent in training and education, training and experience.
- o One year directed experience working in the area of violence against women, and gendered based homelessness and poverty.
- o Training, and/or experience in crisis intervention.
- o Current First Aid Certificate including CPR as required.
- o Satisfactory Criminal Record Check.
- o Valid driver's license and clean driver's abstract.

**Additional**

This position is required to work in stressful environments often dealing with clients in crisis situations. Functioning independently and frequently under pressure while managing crisis situations are position requirements..

Haven Society values diversity and is committed to an inclusionary hiring practice. Haven welcomes applications from women who are indigenous, members of minority groups, women with disabilities, minority sexual preferences, gender expressions or identities and others who may contribute to diversity. Applicants must be female from birth or self identify as female. All qualified applicants are invited to apply.

*This position requires Union Membership*

**Please submit a cover letter and resume directly to;**

Tomasina Lawson; Manager, People and Culture

[Recruitment@havensociety.com](mailto:Recruitment@havensociety.com)