

Job Posting (Internal/External)

Outreach Worker

Date of Posting:	October 2st, 2021
Closing Date:	Until filled
Commencement Date:	As soon as possible
Job Title:	Outreach Worker (Mandarin and Cantonese an Asset)
Classification:	Program Coordinator 1 Grid Level 12 step 3
Program:	Outreach & Advocacy
Reports to:	Program Coordinator / Manager
Hours of Work:	21 hours/week. Hours include evenings and weekends.

Summary:

The Outreach Worker is responsible for delivering quality outreach and advocacy services, supervising program volunteers, promoting the program in the community, and assisting the Program Coordinator in program planning and evaluation. This position is eventually expected to provide coverage on evening and weekends after COVID-19 restrictions are lifted.

Key Duties and Responsibilities:

- Supervise volunteer advocates in the delivery of services. Ensure volunteers receive appropriate debriefing, consultation and feedback related to their work with clients.
- Engage in direct service delivery to clients when necessary, and maintain proper case management practices as directed by program policy.
- Participate in training and orientation of volunteers and practicum students.
- In conjunction with other marketing activities across the organization, promote public awareness of and support for the program by performing duties such as producing promotional materials.
- Maintain positive working relationships with public and community referral agencies; resolve any issues that emerge. Represent the program professionally in the community.
- Ensure effective monitoring and evaluation of all aspects of the program.
- Ensure the maintenance of program records, files, and statistics.
- Assist in the recording and preparation of output and outcome reports on a regular basis.
- Perform other related duties, as directed by supervisor.

Qualifications:

- A minimum of 2 years of experience in direct program delivery, preferably in community social services or poverty law advocacy sector, or a combination of education, training and experience.
- A diploma in social services related field.
- Demonstrated experience in volunteer training and management.
- Previous experience in conflict resolution, crisis intervention, case management, advocacy and formal public health, housing, welfare and legal systems.
- Demonstrated success in working effectively with individuals in crisis and from diverse backgrounds(e.g.: cultural, religious, age, sexual orientation, etc)
- Ability to effectively deliver educational material to adult learners
- Ability to read, understand and interpret legislation and policies, as well as knowledge of government processes
- Use of own vehicle and valid BC driver's license
- Ability to speak, read, write in English
- Proficiency in Cantonese or Mandarin is an asset.

About Chimo Community Services Society

Created in Richmond, British Columbia in 1973, Chimo Community Services now serves over 10,000 individuals and families each year from different cultural backgrounds, age groups, family lifestyles, and economic situations. Through nine program areas, Chimo provides diverse services from community building to prevention, from individual crisis support to advocacy, and from peer support to education. Chimo engages in collaborative community planning and develops innovative resources to address emerging needs.

Human Resources
120 - 7000 Minoru Blvd, Richmond, BC V6Y 3Z5
Email: hr@chimoservices.com