



**Role Title: Outreach Facilitator**

**Reports to: Program Director (Blue Door)**

**What this job is really like:**

As an Outreach Facilitator you are responsible for assisting the Support Coordinators implement the support plans (also known as an exit plan). You will help participants get to appointments; fill out referral forms and applications, assist with housing searches, etc. You will also help carry out lifeskills development for participants, this could include helping people learn to cook, shop, budget, open a bank account, go to the gym, or go for a walk.

You have a strong background in providing individualized support to persons with complex needs. You have worked in community based settings and have a high level of comfort reaching out to people. You are comfortable working in a chaotic environment and have a proven track record for building trustful, respectful relationships with marginalized populations.

The Blue Door Project will embody the principles of:

- Meeting people where they are;
- Non-judgemental and accepting of chaos;
- Reaching out & consistent contact;
- Innovation and thinking outside the box;
- Harm Reduction;
- Self Determination

The right person for this position values these principles in their work. They are a strong team player, highly organized and can manage multiple demands and deadlines. They don't give up on people, and don't get disappointed in participants when they don't follow through or it seems progress made is starting to unravel.

You have healthy boundaries. You strive to find the balance of giving 100% to participants, but also know when you've given enough and you need to take care of yourself.

**The Jobholder is typically responsible for:**

**This job will typically be measured by**

<ul style="list-style-type: none"> <li>• Provide ongoing emotional support, encouragement and unconditional acceptance to participants;</li> <li>• Build working relationships with each participant, getting to know them as unique individuals and clarifying the role of Support Facilitator;</li> <li>• Meet with each participant to work on lifeskills;</li> <li>• Assist participants in meeting their basic needs;</li> <li>• Work with the Support Coordinators to implement the exiting plan;</li> <li>• Facilitate referral process to external services;</li> <li>• Facilitate the transportation of participants in personal vehicles to assist with medical appointments, counselling appointments and various activities of daily living such as banking/ grocery shopping.</li> <li>• Support crisis intervention and safety plans established for participants;</li> <li>• Ensure all documentation, statistics and other data is accurately captured in ARMS;</li> <li>• Participate in weekly staff meetings;</li> <li>• Ensure compliance with organizational policies and procedures;</li> <li>• Support lifeskills and leadership development opportunities for participants;</li> <li>• Seek out opportunities to coordinate guest speakers for lifeskills components;</li> <li>• Organize training opportunities to support leadership development component;</li> <li>• All other duties relevant to facilitating services and supports to increase participants probability of exiting</li> </ul>	<ul style="list-style-type: none"> <li>• Strong relationships built with participants;</li> <li>• Meeting commitments outlined in the exit plan;</li> <li>• Maintaining accurate records;</li> <li>• Proactively reaching out to participants and engaging in outreach activities;</li> <li>• Maintaining healthy boundaries</li> <li>• Creating meaningful lifeskills &amp; leadership Development opportunities</li> </ul>
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Knowledge & Experience Requirements	Competencies Required
<ul style="list-style-type: none"> <li>• Degree/diploma in the field of social work, mental health, community development, counselling, or other relevant field of study</li> <li>• 2 years' experience working with populations with complex needs. Specific experience with persons who have experienced sexual exploitation or sex work is an asset;</li> <li>• Program development experience;</li> <li>• Excellent knowledge of resources available to the target population;</li> <li>• Excellent conflict resolution skills;</li> <li>• Skilled in negotiation and relationship building</li> <li>• Strong organizational skills</li> <li>• Excellent analytical and problem solving skills</li> </ul>	<ul style="list-style-type: none"> <li>• Building trusting relationships</li> <li>• Care management</li> <li>• Effective Communication</li> <li>• Resilience</li> <li>• Decision making</li> </ul>
<b>Working Conditions &amp; Physical Effort</b>	



- Full Time position, 35 hours per week
- Flexible Work Schedule, two evening per week
- Work will largely be performed outside of an office, a lot of travel to accompany participants to appointment
- Access to a vehicle is a requirement of the job
- Vulnerable sector screening and criminal record check is required;
- The environment will often times involve crisis situations which may pose safety concerns to participants and the staff team and will be considered high stress situations
- High exposure to participants trauma through sharing of information

#### **Other Aspects of the role**

- New initiative for our province, therefore an opportunity to be innovative and build expertise in a field that no one else is working in within the province;
- Strong partnership have been built for the program

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*