



Role Title: Outreach Coordinator (Street Reach)

Reports to: Program Director

What this job is really like:

As Outreach Coordinator you are responsible for providing logistical support for the operation of the program to ensure the program is successful.

You will spend your time overseeing implementation of the program activities, providing direction to program volunteers and providing outreach support to program participants.

The right person for this position has a high degree of skill working with complex populations and understands all the nuances involved with community liaison. You enjoy a non traditional work environment and are not fazed by the unexpected. You have strong organizational skills, are calm in a variety of situations and are a creative problem solver. You enjoy working with people and take an innovative approach to working with lots of different types of people with different challenges.

The Jobholder is typically responsible for:	This job will typically be measured by
<ul style="list-style-type: none"> • Provide individualized support to participants involved in your program, building strong trusting relationships with all participants • Provide referrals to appropriate agencies and support to individual participants in navigating and dealing with referral bodies • Respond to crisis and support calls from participants • Oversee all aspect of program planning and implementation, including ensuring adequate supervision for programming, appropriate program supplies are available, coordinating meals/snacks, program promotion • Report issues and concerns to the Program Director as appropriate • Maintain open communication with all members of the Thrive team • Ensure all appropriate reporting and tracking is completed for outreach activity • Complete individual support forms for each support provide to participants outside the scope of regular sessions and maintain accurate case notes within ARMS • Attend community and outreach activities as required • Attend staff and other internal meetings as required • Support evaluation activities • Provide supervision and support to volunteers & student placements • Engage key stakeholders to create meaningful partnerships • Volunteer Coordination 	<ul style="list-style-type: none"> • Operational efficiency of the program – sufficient volunteer/program resources • Quality and quantity of outreach support and interventions provided • Ability to engage with challenging audience • Accuracy & promptness of reporting, program data.
Knowledge & Experience Requirements	Competencies Required

<ul style="list-style-type: none"> • Minimum degree in social sciences • Minimum 3 years experience working with complex needs individuals • Preference given to those with community based experience • Experienced dealing with crisis interventions and working in a highly chaotic environment • 	<ul style="list-style-type: none"> • Building Trusting Relationships • Care Management • Decision Making • Effective Communication • Resilience
<p>Working Conditions & Physical Effort</p>	
<ul style="list-style-type: none"> • Work is not in an office environment. Work takes places in a variety of locations, including personal homes, drop in centres, and the street • Non standardized hours, including evenings and weekends • Crisis/ Emergency situations 	
<p>Other Aspects of the role</p>	
<ul style="list-style-type: none"> • Creativity and innovation is encouraged to ensure programs are adhering to best practices, emerging trends & research 	

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.