

Link Program Drop-In & Outreach Worker

Who we are: Aunt Leah's Place is a registered charity that has been helping kids in foster care and teen moms achieve a better future for over twenty five years. Aunt Leah's Place helps prevent children in foster care from becoming homeless, and mothers in need from losing custody of their children. To support them on their journey to adulthood, we provide housing, education & training and life skills.

Job Summary: Works to provide post majority services for Youth and families from becoming homeless by acting as an Outreach and Drop-in Support Worker for participants of the Link Program.

Reports To: Link Program Coordinator

Qualifications:

- Post-secondary Child and Youth Care Diploma or equivalent with a minimum of one year experience in providing support to youth or;
- A relevant combination of education and experience combined with general suitability
- Satisfactory Criminal Record Check with Police Information Check from local RCMP
- A valid BC Class 5 driver's license and access to a vehicle
- Proof of vehicle business insurance and \$5 million liability
- Ability to produce a clear Driver's Abstract
- Standard First Aid with CPR
- Non – Violent Crisis Intervention

Key Duties and Responsibilities:

1. Direct Care (Outreach & Drop in):

- Supports, encourages and challenges youth, through developing a trusting relationship with the youth during outreach or drop in visits. Activities include:
 - Job finding/keeping skills (job search, resume preparation, job interview preparation and presentation, completing application form and job maintenance)
 - Household maintenance skills (housing search, basic cooking skills, menu planning, house cleaning, laundry, personal hygiene, shopping, keeping their suite secure etc.);
 - Financial management (opening bank accounts, writing cheques, paying bills, budgeting, saving, obtaining social insurance numbers, paying rent, providing access to food cupboard and bus tickets etc.)
 - Interpersonal skills (developing and maintaining healthy relationships, conflict resolution, seeking assistance and support from friends and professionals as necessary, etc.)
 - Health and personal habits (training and education in basic health care, development of responsible sexual practices)
 - Leisure activities (learning in locating, using, developing and maintaining healthy ways to use recreational time)

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Education/vocational upgrading (assistance and support in obtaining appropriate training, participating with the youth in making contact with appropriate community resources)

Cultural Connectivity (assistance and support around connecting with their Indigenous heritage and participating in the cultural practices of their home (or identified home) communities.

2. Direct Care (Housing First):

- Supports, encourages and challenges youth, through developing a trusting relationship with the youth during visits.
- Embrace the five principles of Housing First
 - Immediate Access to Housing with No Housing Readiness Conditions
 - Develop relationships with potential landlords to provide market housing for chronic or episodically homeless youth
 - Flexible hours in order to work collaboratively with youth on accessing housing
 - Key Worker for youth residing in three-month Transitional Housing
 - Consumer Choice and Self-Determination
 - Use of Motivational Interviewing- (collaboration, Evocation and Autonomy)
 - Develop a collaborative relationship that encourages the youth to state their preferences
 - Recovery Orientation
 - Assertive Engagement- Supporting the individual to self-manage
 - Reflective Practice
 - Individualized and Person-Driven Support
 - Engage youth where they are at
 - Strength's based approach
 - Set regular scheduled meetings with individuals in Aunt Leah's Housing First programs
 - Ensure Participant's goals and preferences are in the service agreement
 - Social and Community Integration
 - Connect with Aunt Leah's Youth Advisory Committee
 - Understand the role of peers and allies
- Complete an Eligibility Assessment upon intake to determine level of homelessness as well as priority level to determine focus of work
- Collaborate with participants in the formulation of service agreements that are reviewed and modified with participants on a regular basis.
- Provide outreach, case management, advocacy, and other needed services to participants in any environment including: the streets, shelters, prisons, hospitals, apartments, office, etc.
- Provide individually tailored services to each participant, e.g., housing placement, independent living skills, vocational guidance, appointment escorts, integrated substance use treatment, family counseling.
- Maintain written and computerized records, compile reports and complete other program documentation (including case notes, statistics, letters, etc.).
- Coordinate / monitor referrals to community services, and advocate participants participation in them.
- Assist participants to manage their money; prepare budgets with participants and compute expenses.

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- Educate, inform and advocate for participants regarding benefits and entitlements (Social Security, Public Assistance, food stamps, etc.).
- Perform other related duties as directed

3. Direct Care (other duties):

- Participates in ongoing professional development
- Informs past youth and mothers of events and activities taking place on a regular basis through email and Social Media, participates in planning these events and activities
- Participates in weekly drop-in sessions for past youth and mothers requiring assistance
- Completes follow ups with youth and mothers three months and six months after leaving program and provides a report to the Link Program Coordinator
- Participates in the Essential Skills Workshop staff rotation
- Liaises with the Training Programs to provide employment and training opportunities for Link participants
- Follows up on internal referral form from Aunt Leah's residential programs.
- Meets with Supervisor regularly to prioritize workload between drop in and outreach as well as geographical area

4. Financial Responsibilities:

- Responsible for providing receipts for petty cash used for Link participants
- Ensures that expenses follow budget guidelines

3. Health and Safety:

- Ensures that drop in/resource area is clean and tidy and maintained to Health and Safety Standards
- Participates in annual review of Aunt Leah's Health and Safety Policies and Procedures

5. Communication:

Internal:

- Completes daily log, monthly outcomes tracking and critical incident reports
- Attends meetings, including team meetings and monthly Staff Development
- Liaises and seeks direction from the Link Program Coordinator in crisis situations
- Attends Aunt Leah's Events as directed by Supervisor; this may include but is not limited to youth camping trips, theme nights, Essential Skills Workshops, etc.

External:

- Ensures participant numbers and activities are maintained to a certain level to ensure continued funding
- Liaises with community partners, professions and other stakeholder with the goal of connected youth to relevant services and agencies

6. Confidentiality:

- Communication between Outreach Workers and youth is confidential
- Support Workers will follow Aunt Leah's Society Policies and Procedures and Aunt Leah's Code of Ethics (includes Child and Youth Care Association of BC Code of Ethics, Aunt Leah's Privacy Policy, BC Rights of Youth in care & UN Rights of the Child)

7. On Call:

- Participates in on call as scheduled
- while on call, is able to support and attend as required

8. Physical Demands and Work Environment:

- This position requires some lifting of heavier objects
- **2 Full-Time regular positions**
- Hours of work will be 37.5 hours a week – 7.5 hours a day; generally Monday to Friday
- Work is performed mainly in an office environment with flexibility to work remotely as needed during COVID-19 pandemic
- Primarily based out of the New Westminster Office; may be required to work from the Seymour Office in Vancouver as needed

COVID-19 Vaccination Policy: As of January 4, 2022, Aunt Leah's Place has implemented a COVID-19 Vaccination policy. Aunt Leah's Place strongly encourages all employees to be fully vaccinated (2 doses) for COVID-19. Rather than a mandatory vaccine policy, we are implementing a voluntary disclosure of vaccination. Employees will fill out a "voluntary disclosure" form indicating their vaccination status. Employees that do not wish to voluntarily disclose their vaccination status will be considered unvaccinated for operational planning purposes. The voluntary disclosure form will be included in the hiring process.

We Offer: A comprehensive benefits package that includes: dental, extended health care including vision care and prescription, RRSP matching, generous vacation, and personal time package, and an employee discount at our Thrift Store.

Salary: Commensurate with qualifications

To Apply: Please send your resume and cover letter with salary expectation, quoting Housing Case Manager in the subject line, to hr@auntleahs.org. Short listed candidates will be contacted for interviews. Thank you for your interest in joining Aunt Leah's Independent Life Skills Society!

We encourage qualified people of all gender expressions and identities, sexual orientations, visible minorities, Indigenous persons, and persons with disabilities to apply if you are interested in supporting our mission and mandate and like what we have to offer.