



WHISTLER COMMUNITY SERVICES — SOCIETY —

Whistler Community Services Society

Outreach Worker

Job Description

Job Summary:

Whistler Community Services Society provides inclusive support and is an advocate to create and build a healthy community. We value trust, respect, advocacy and collaboration. As an accredited charity by Imagine Canada, we uphold the highest level of standards to improve our organization.

As an Outreach Worker at WCSS, you will use your own emotional intelligence to connect with and provide no cost confidential support to individuals of all ages and families. You will use your experience in social services to engage individuals who may be experiencing mental/physical health, financial insecurity, substance use, relationship challenges and parenting or prenatal support.

With an ease for making connections, you will fill your day helping others while understanding self-care and professional boundaries. Using a robust referral system, you will ask for help when needed to build a healthy, resilient community. You will collaborate and support the Outreach and Food Security teams.

Duties and responsibilities:

- Identify community members at risk for psychological and emotional challenges
- Develop relationships of mutual trust and respect with clients and community partners
- Assist clients to sort out options and develop plans of action while providing necessary support and assistance
- Meet with clients to assess their progress, give support and discuss any difficulties or problems
- Encourage healthy leisure activities through liaising with community based programs
- Provide advocacy for clients
- Provide support for clients around harm reduction
- Refer all clients to appropriate community services and programs where needed
- Engage local communities to provide education on outreach work and WCSS

- Collaborate with the Manager of Outreach Services to identify emerging issues and needs of clients
- Prepare statistics, forms, case notes and expenditures
- Work with the Manager of Outreach Services to adhere to budget
- Follow all WCSS policies and procedures
- Actively contribute to a culture of collaboration that supports empathy and work life balance

Requirements:

Qualities and Qualification:

- Completion of a college or university program in social work, child and youth care, psychology or other social science would be considered an asset
- A minimum of 2 years' experience working in social services or health-related discipline
- First Aid, Mental Health First Aid, Safe Talk & Assist Training and Cultural Competency are an asset
- A Criminal Record Check with Vulnerable Sector is required
- A flexible, self-motivated team player with resiliency and adaptability
- Effective time and task management skills
- Excellent communication skills both verbal and written
- Sound self-care strategies with professional boundaries
- Understands the Sea to Sky communities and challenges associated
- Knowledge and understanding of referral systems
- Ability to navigate government and social service agencies
- Proficient in Microsoft Office, social media platforms, email and Jane App
- Able to develop and maintain inclusive relationships