WHISTLER
COMMUNITY SERVICES
SOCIETY

8000 Nesters Road, Whistler BC V0N 1B8
604-932-0113 | info@mywcss.org
mywcss.org

WHISTLER COMMUNITY SERVICES SOCIETY
Outreach Worker

JOB STATUS: Full time, Permanent
REPORTS TO: Outreach Program Manager
BENEFITS: Eligible after 3 months
HOURS/WEEK: 36 hours per week, 4 days a week
COMPENSATION: $25-$28/hour
SPECIAL REQUIREMENTS: Vulnerable Sector Check Completed Upon Initial Hiring

MISSION STATEMENT: We support and advocate for a healthy community
VALUE: Advocacy, Respect, Collaboration, Inclusion, Trust

OVERVIEW:
- As an Outreach Worker at WCSS, you will connect with and provide no cost confidential support to individuals of all ages and families from diverse backgrounds including those that may be experiencing mental/physical health challenges, financial insecurity, substance use, relationship challenges, housing insecurity, parenting or prenatal support among many others.
- You will engage with community members, local service providers and businesses to provide in community outreach and promote WCSS services to create awareness and comfortability in accessing our services.
- You will be adaptable and flexible to the needs of the community and prioritize programming that meets community needs.

DUTIES AND RESPONSIBLITIES:

- Participate in community engagement events and provide small and large group education and awareness sessions about WCSS and community services
- Meet with clients in-person in office, in the community, by telephone or virtually to assess their progress, give support and discuss any difficulties or problems and make appropriate referrals
- Lead WCSS programming for community members
- Collaborate with the food security team and administration team with various tasks including intake and greeting community members upon arriving to the building including during open food bank hours, answer incoming phone calls and direct clients to appropriate personnel

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- Be available for drop-in outreach appointments as well as have regular scheduled time for community members to book appointments online with you
- Provide advocacy for clients to community partners
- Refer all clients to appropriate community services and programs where needed
- Engage local communities to provide education on outreach work and WCSS
- Perform all tasks using an inclusion and anti-oppression framework
- Develop relationships of mutual trust and respect with clients and community partners
- 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 equity and work life balance

YOUR EXPERIENCE CAN INCLUDE:
- Completion of a college or university program in social work, child and youth care, psychology or other social service would be considered an asset
- A minimum of 2 years' experience working in social services or health-related discipline or equivalent
- Mental Health First Aid, Safe Talk & Assist Training and Cultural Competency are an asset
- Knowledge of written and verbal second or more languages are considered assets
- A flexible, self-motivated team player with resiliency and adaptability
- Has knowledge or willing to gain knowledge on community mental health resources and how to make appropriate referrals
- Proficient in Microsoft Office, e-mail, and Jane App
- Commitment to anti-racism and anti-oppression training

PERSONAL ATTRIBUTES AND KEY SKILLS:
- Flexible and adaptable. This is a fast-changing work environment
- Strong Initiative
- Strong organizational and administrative skills
- Effective time and task management skills
- Sound self-care strategies with professional boundaries
- Excellent interpersonal skills with strong verbal, written and listening skills
- High attention to detail and high level of accuracy
- Possess social and cultural awareness and sensitivity

- Demonstrate strong integrity and work ethics
- Excellent team player
- Allyship to marginalized communities and committed to anti-racism framework