

OUTREACH COORDINATOR

Name:	Reporting To: Program Director / Executive Director
Department: Outreach / Social Work	Position Type: FT (35 hrs)

ABOUT BRUNSWICK STREET MISSION OUTREACH

Brunswick Street Mission Outreach provides same-day, drop-in style services to community members who self-identify as needing a wide range of supports. These are delivered alongside our other services, which include food bank, daily breakfast, laundry, phone charging, tax services, and resource navigation. Our clients are community members suffering poverty and food insecurity, many of whom are chronically unhoused. We care deeply for our community and acknowledge their vulnerability and intersecting identities of oppression. A personal commitment to anti-oppressive practice and harm-reduction is required. We take our time with folks, are transparent and flexible, hold firm boundaries, and aim to grow a feeling of safety and belonging.

ROLE DESCRIPTION

Reporting to the Program Director, the Outreach Coordinator delivers one-to-one support to clients using BSM's resources. They are also responsible for supervising staff, students, and volunteers directly involved with Outreach. The Outreach Coordinator provides program development support to the Program Director and in turn the Executive Director.

Outreach programming primarily provides case management services to community members who self-identify as needing supportive counselling, advocacy, and resource navigation. Outreach also hosts a weekly ID Drop-in.

RESPONSIBILITIES:

Key Areas of Responsibilities include but are not limited to:

Planning, Reporting, Administration

- Bring a trauma-informed lens to develop and support programs and services in consultation with the Program Director and team members; and in response to participant and community need
- Monitor and evaluate service outputs, process, and outcomes for Outreach programming and Laundry and Charging Locker resources through detailed documentation
- Complete and submit required paperwork and reports
- Demonstrate fiscal responsibility by managing resources appropriately and allocated budget resources effectively

Leadership

- Assist with selection and orientation of students and volunteers for Outreach programming
- Train, schedule, support and provide leadership and supervision to student placements

- Evaluate and, provide feedback on performance of student placements
- Lead by example in demonstrating a positive attitude and actions through a display of courtesy, service, cooperation, hospitality, sensitivity, and professionalism
- Continue pursuing, growing, and nurturing relationships between Brunswick Street Mission and peer organizations

Delivery of Services

Case Management: Strengths-based and solution-focused approach to management of client files, ongoing support and referrals for services, assistance with ongoing issues and needs. These include:

- Income Assistance Support – advocacy with caseworkers, assistance with applying for support, appeals
- Referrals & Navigation – to other organizations and programs, including mental health and housing
- Advocacy
- Forms & Applications – assistance with forms (CPP, Housing, income assistance, tenancy board, etc.)

ID Drop-in every Wednesday: Provide support in acquiring or replacing identification

ID SAFE: Complete intakes upon request, provide access to program users during hours of operation

Resource sharing: Food Support – protein kits, hot meals, cooking supplies

Case management: services provided when requested and appropriate

Team Work & Organizational Support

- Be committed to our mission, vision, values and purpose of Brunswick Street Mission
- Collaborate and cooperate with team members to foster the success of our organization as a whole
- Greet clients and provide a prompt, courteous and welcoming experience
- Assist when required/as possible with other areas of the organization
- Actively participate in events designed to enhance employee relations

QUALIFICATIONS:

Education & Experience

- Bachelor of Social Work
- Member in good standing NS College of Social Workers
- 1-2 years of social work experience in a comparable setting
- 1-2 years prior supervisory or leadership experience
- Technology functional aptitude with MSOffice
- Demonstrated experience working from a trauma-informed lens with self, peers, and program users
- Understanding and commitment to harm reduction
- Program development and quality management skills
- Experience in spontaneous risk assessments, competency in triaging, and responding quickly to health and safety concerns
- Extensive understanding and familiarity of the needs and culture of the North End of Halifax + enthusiasm to work with a diverse population

Desirable

- Trained in Naloxone, First Aid and CPR with AED, ASIST, NVC
- Access to a reliable vehicle for offsite duties

Core Competencies

- Motivated— is self-motivated and committed to achieve results
- Accountable – delivers on responsibilities; is responsible for one's actions
- Adaptable - anticipates and plans for changing situations, reacts constructively to setbacks
- Leadership - knows when to delegate and when to take personal responsibility
- Team Player - improves team morale and productivity. Cooperation over competition.
- Problem Solving/Decision Making - takes initiative to make things happen; is able to make timely, clear cut decisions.
- Communication – clearly, keeps others up to date, listens with an open mind
- Coaching – is patient, helpful and provides objective appraisals of other's work
- Client-focused – consistently ensures client's expectations are met and exceeded.
- Interpersonal- Keeps a positive outlook; persists and perseveres. Seeks personal improvement by accepting feedback non-defensively
- Resilient - the ability to work under pressure and handle challenging situations
- Reliable and Dependable

WORK CONDITIONS/ ENVIRONMENT

- Some work-related tasks will take place in Brunswick Street Mission with some need to travel for Networking or collaboration with peer organizations, shopping for program supplies
- Work schedule will primarily be during a standard weekday/workday however some flexible availability including evenings, weekends may very occasionally be required

PHYSICAL DEMANDS

- The work is performed in a two-story building with no elevator; must be able to walk up/down stairs. Some duties may require lifting and navigating the natural environment.

DAY/HOURS REQUIREMENTS

35 Hours per week.

Some early mornings are required, 7am start.

BENEFITS

Brunswick Street Mission full health and dental benefits after 3 months and successful completion probation period – at no cost employee.

9% pension contribution after completion of probation.

3 weeks vacation annually (pro rata).

Free parking on site.