



Outreach Coordinator, Women's Housing Department

(with specialization in connecting with the Indigenous Community)

Hours of Work: 37.5 hours, Monday to Friday with some flexibility required

Length of Employment: 1 year term

Start Date: February 2018

Open to: internal and external applicants

Position Description

Under the direct supervision of the Outreach Supervisor and the general supervision of the Director of Women's Housing, the Outreach Coordinator will provide support from a Housing First and Trauma Informed perspective to residents with complex barriers to meeting their basic needs for housing, food, and safety. Although not exhaustive, this position will be responsible for:

Service Delivery

- Connect with and build strong therapeutic relationships with women and families
- Follow common case planning process with each client, as outlined by the Outreach Team Case Management Plan document, including:
 - Intake/assessment process;
 - Client directed activity setting;
 - Follow up assessments as needed;
 - Provide warm referrals to community agencies and programs in support of client-identified needs and activities;
- Support women to navigate government and community programs, advocating on her behalf where required for successful outcome;
- Support women in preparing for their move into housing including helping them to arrange utility hook up, financial planning, food planning, locating furnishings, community mapping, and developing a housing preservation plan to reduce the risk of future homelessness;
- Establish/maintain positive relationships with front line teams working with our target population, ensuring excellent communication and collaborating/coordinating service wherever possible
- Visit primary referral sources (predominantly shelters) on a weekly basis to connect with clients and potential clients
- Liaise with groups and agencies providing Indigenous programs
- Connect the team and clients to relevant community programming
- Ensure team planned activities and groups include Indigenous content

Administrative Duties

- Maintain detailed and accurate case files for each client, track referrals, contacts, and other stats in accordance with program record keeping guidelines;
- Provide verbal and written reports to Manager at predetermined intervals;

- Cooperate with team members to ensure other administrative needs are met;
- Communicate with team members;

Qualifications:

- Bachelor's degree in Social Work, Justice Studies, or other human service field OR an equivalent combination of education and experience;
- 2 or more years of experience with previous case management experience preferred;
- **Demonstrated experience working with the complex needs of people experiencing homelessness;**
- **Knowledge of the Child Welfare system, Trauma Informed Care, and Family Violence would be an asset;**
- Ability to work independently and with a team;
- Accurate record keeping ability and basic computer skills (knowledge of HIFIS would be an asset);
- Good communication and organizational abilities;
- Crisis intervention skills;
- Strong knowledge of Indigenous culture and background
- Cultural awareness, and respect for women and children of various backgrounds;
- **Class 5 driver's license;**
- **Valid First Aid/CPR certification**

To apply: Submit resume and cover letter to Janet Tzupa, Director of Women's Housing at 1940 McIntyre St Regina SK, S4P 2R3; by fax 306-525-2171; or by email janett@ywcaregina.com by Friday February 2nd, 2018.

Preference will be given to Candidates of Indigenous Ancestry
No phone calls please.