



May 1, 2018

Outreach Coordinator, Women's Housing Department

Specialization in working with women experiencing disabilities and/or contact with the Justice system.

Hours of Work: 21 Hours per week, Monday to Friday with some flexibility required

Length of Employment: Permanent

Start Date: May 22, 2018

Open to: internal and external applicants

Wage: \$23.20 per hour

Position Description

The Outreach Coordinator will provide support from a Trauma Informed and Housing First perspective to women, who have FASD, mental health, or addictions and may have contact with the Justice System. The coordinator will work to address complex barriers women experience in meeting their basic needs for housing, food, and safety. Although not exhaustive, this position will be responsible for:

- Following and creating case plans with each client;
- Assist client to navigate government and community programs, advocating on her behalf where required for successful outcomes;
- Assist clients in navigating the legal system in order to assist in healing and responding to trauma caused by experiencing violence;
- Assist 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 with a focus on agencies providing services for individuals impacted by FASD, mental health challenges and addictions, ensuring excellent communication and collaborating/coordinating service wherever possible
- Establish/maintain positive relationships with actors in the criminal justice system including police, prosecutors, Legal Aid, defence attorneys, and Victim Services to ensure principles, guidelines, and laws such as the Victims Bill of Rights, testimonial aids, or other supports are utilized as best they can to address the victim's needs;
- 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 Supervisor at predetermined intervals;
- Keep up-to-date on the resources available in the community for women and children;
- Develop and continually refine/improve program framework, in collaboration with the Supervisor and Director, to ensure the program meets the needs of the target population and is firmly rooted in the best practices in the field; Collaborate with other organizations in the community to share knowledge about the impacts of victimization on women with FASD, mental ill health, and/or addictions and their unique needs throughout the criminal justice process, in order to promote the development of law, policies, and programs for victims.

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 Criminal Justice 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;
- 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 Claudia Ochoa, Supervisor, Outreach by email claudiao@ywcaregina.com by Wednesday May 16th, 2018.