



POSITION TITLE:	STREET-BASED OUTREACH
LOCATION:	COLLINGWOOD (SOUTH GEORGIAN BAY - SGB)
REPORTS TO:	PROGRAM MANAGER
JOB TYPE:	PART-TIME, FULL TIME, FIXED-TERM CONTRACT
CLOSING DATE:	WHEN FILLED

The Busby Centre is a community not-for-profit organization working from a non-judgmental approach to advocate for, and improve conditions, for individuals and families within the County of Simcoe, and South Georgian Bay, who are experiencing homelessness or at imminent risk.

### THE POSITION

The Busby Centre is seeking a FULL-TIME, PART-TIME, CONTRACT street-based outreach staff to join our team. This position will support people who have experiences of chronic homelessness and who may be experiencing challenges with their mental health and addiction. This program provides assistance through our mobile/street outreach. Staff will conduct themselves in a professional manner when dealing with members of the community, volunteers, community partners, emergency services and staff of the Busby Centre. **NOTE: MUST BE MINIMUM AGE 25 FOR INSURANCE PURPOSES AND A CLEAN DRIVING ABSTRACT**

### RESPONSIBILITIES & DUTIES

- Work in a collaborative way with other staff, volunteers and agencies providing service to participants, ensuring active communication and empathetic listening.
- Ensure that participants have completed all required paperwork and are entered quickly and efficiently into the computer database (HIFIS).
- Model and actively promote a positive environment, where every individual is treated with courtesy, respect, and compassion. We strive to maintain a firm, but fair atmosphere.
- Ensure that records including case notes and communication log are maintained, reflecting accurate, concise, and relevant record keeping promoting effective communication between staff and enhance service goals.
- Use de-escalation and life saving skills when required.
- Staff members shall maintain professional boundaries and not have personal relationships with participants or exchange personal information.
- Participate in a shift change briefing at the beginning/end of shifts.
- Wear job appropriate clothing, as per the organizational interim dress code.
- Review and update the activities logbook at the end of each shift.
- Complete other duties as assigned.



## QUALIFICATIONS

- Computer literacy including knowledge of Microsoft and Google Docs.
- Demonstrated experience in working with the homeless or low-income families.
- Sensitivity to issues surrounding individuals experiencing homelessness, substance abuse, mental illness, or physical disabilities.
- Strong organizational and communication skills with an ability to provide excellent customer service.
- Ability to work under pressure. Experience in crisis intervention, critical thinking and problem solving with ability to diffuse situations without heightening the conflict.
- Ability to thrive in a flexible, fast paced and growth-oriented environment, while maintaining a positive, solution-oriented approach.
- Have working knowledge of community resources.
- Exhibit the core competencies, habits, critical thinking, attitudes, behaviour, and drive to help make The Busby Centre and its programs a centre of excellence.
- Ability to collect and report on data required for grants and other funding sources.
- Cooperative, friendly, and helpful attitude with participants, volunteers, students, and co-workers.
- An ability to work closely with other employees to ensure a positive, constructive environment throughout the agency.
- Training and/or certification in social services field
- ASIST, NVCI, First Aid CPR, and other related trainings considered an asset.
- Excellent written and verbal communication skills including interpersonal skills; empathy, active listening & respect, and conflict resolution.

## WORKING CONDITIONS

Front-line staff can be exposed to emotionally disturbing events, such as medical distress or working with individuals with compromised mental health. Staff could be working in high-stress situations, which may include emergency response where resiliency, stress tolerance and the ability to maintain composure, remain calm and focused is imperative. Staff will be working with, and encountering, participants who may be under the influence of substances, and/or experiencing symptoms of mental illness should be expected.

**Job Types:** Part-time, various, including weekdays, weeknights, weekends, and holidays.

**Starting salary:** Starting at \$20/hr, wage negotiable with 2+ years experience.

## TO APPLY:

- Please visit [indeed.ca](https://indeed.ca) to apply or email your cover letter, resume and references to [careers@busbycentre.ca](mailto:careers@busbycentre.ca)