

# Online Job Posting Template

**TITLE:** STREET OUTREACH CASE MANAGER

**DEPARTMENT:** MENTAL HEALTH AND ADDICTIONS

**PROGRAM:** OUTREACH

**REPORTING TO:** OUTREACH MANAGER & DIRECTOR OF MENTAL HEALTH AND ADDICTIONS

**HOURS:** FULL-TIME, 37.5 HOURS WEEKLY, ONE YEAR TERM WITH POSSIBILITY OF EXTENSION

**SCHEDULE:** STANDARD HOURS MONDAY – FRIDAY, 9:00 AM – 5:00 PM OR 1:00-9:00 PM, SOME WEEKENDS ARE REQUIRED

**HOURLY WAGE:** STARTING AT \$20.50 PER HOUR, DEPENDENT ON QUALIFICATIONS AND EXPERIENCE

## ABOUT RAY

**Mission:** To provide youth with what they need, on their terms, to better their lives.

**Vision:** RaY's vision is that all youth have the opportunity to live a healthy and secure life; that they are given the chance to develop a belief in themselves through tools, information and programs that build personal capacity in order to be self-sufficient and no longer need RaY's services.

## ABOUT THE ROLE

The Street Outreach Case Manager works alongside the Street Outreach Manager providing comprehensive outreach to street-entrenched youth ages 29 and under as well as street-entrenched individuals beyond RaY's typical age mandate. The Outreach team adapts a unique preventative approach utilizing a harm reduction model which increases access to services, promotes safety and addresses dynamic barriers and complexities faced by street entrenched youth. The Outreach case Manager will have a demonstrated ability to utilise a strength base approach for marginalized individuals experiencing homelessness with complex needs mental health, addictions and trauma. RaY is a fast-paced environment which depends on reliable, open-minded, flexible and team oriented individuals *to provide youth with what they need, on their terms, to better their lives.*

## EDUCATION AND EXPERIENCE:

- Relevant experience and combination of post-secondary education in social services preferred; combination of significant direct experience and knowledge considered
- Preferred certification: Level C-CPR, NVCI, ASIST, Stages of Change/Motivational Interviewing
- Minimum of 3-5 years of experience working in a similar role
- Valid driver's license
- Criminal Record Check, Child Abuse Check and Driver's Abstract
- Proficiency in MS Office, Google Products and general comfort with technology

## SKILLS AND ABILITIES

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#### REQUIRED ASSETS:

- Creative problem solving
- Strong advocacy skills
- Strong working knowledge of harm reduction principles
- Responsible, organized, and detail oriented
- Excellent interpersonal, communication and written skills
- Cultural competency skills, knowledge, experience and awareness
- Capacity to build and maintain strong relationship with partner agencies
- Ability to function independently while also working as part of a frontline team
- Ability to multitask and prioritize in a fast-paced environment with minimal supervision
- Must have a familiarity of resources that are available to youth in Winnipeg; specifically emergency food programs, emergency and available shelter, clothing/food and hygiene banks.
- Must possess knowledge of street life in the inner city including, gang activity, drug use and sexual exploitation.
- Must be in good physical condition and be able to execute outreach duties in all temperatures and conditions.

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#### DESIRED ASSETS:

- Related Outreach and/or community experience working with vulnerable youth or other at-risk populations

### KEY RESPONSIBILITIES

The responsibilities of the Street Outreach Case Manager include, but are not limited to the following:

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#### 1. CASE MANAGEMENT AND COORDINATION

- Demonstrated experience with independent decision-making and appropriate consultation.
- Comprehensive knowledge and expertise in assessment, crisis intervention, brief treatment and service coordination
- Utilizing harm reductions techniques and provide participants with harm reduction supplies
- Participate in Drop-in hours
- Work in conjunction with the nurse practitioner on case management and follow up
- Conduct perimeter checks during work hours to check on youth on site or in parking lot
- Ensure the safety of all individuals in the Drop-In Centre including staff, volunteers, students, community members, and youth participants
- Connect homeless and impoverished participants to resources they can access through referral and direct provision
- Build relationships throughout the downtown, West Broadway and Osborne Village communities; with local vendors, businesses, social service providers and general public including street involved/entrenched youth
- Impart information and direction that will empower youth to make informed decisions in the hopes of improving their quality of life
- To participate in relevant boards and community networks

- To establish community relations with other agencies
- Participate in community activities to promote, partner and network to further the rights and opportunities for youth and RaY
- To advocate on behalf of youth on a case-by-case basis with CFS, EIA, Legal Aid, Justice, AFM and other Treatment/detox supports

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#### COMMUNICATION AND ADMINISTRATIVE SUPPORT

- Ensure that all assessments, follow-ups and reports are completed in a timely manner
- Ensure all relevant information is relayed to the rest of the Outreach team and any other involved parties using established communication pathways (email, WhatsApp, etc.)
- Enter all service activities into the Protegra and Google Forms databases
- Maintain quality up-to date documentation for all interactions with participants
- Ensure that all data collected is entered and reported in a timely manner (weekly/monthly)
- Support the strategic direction of the departments vision and goals through active engagement, leadership and aid the on-going initiatives that support an end to youth homelessness
- Participate in off-site events in collaboration with other community resources
- Attend agency and program related meetings as required
- Gather and present program statistics, research, and other pertinent information in monthly and annual reports
- Light housekeeping and general maintenance of the outreach vehicles

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#### YOUTH CARE

- To have a keen awareness of internal and external resources, such as government systems and mechanisms experienced for participants and an ability to establish interim resources where gaps exist.
- The ability to build trusting relationships with participants on a non-judgmental and non-threatening basis, in alignment with RaY values and principles.
- To impart information and direction that will empower participants to make informed decisions in the hopes of improving their quality of life.
- To advocate on behalf of participants on a case-by-case basis with various “Systems” i.e. Child and Family Services, Employment and Income Assistance, Legal Aid, Health, Addictions, Justice etc.
- To effectively engage in conflict resolution, systems navigation and problem solving.
- Responsible for leading overall youth care environment in the agency.
- Provide opportunities for youth to participate in cultural activities and ceremonies with the guidance of agency supports and external resources

**Perform other tasks as assigned.**

#### PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Work conditions and physical requirements of this position include but are not limited to the following:

- Physical demands: sitting, walking, some lifting up to 20 lbs
- Work environment: an environment of high-stress and fast-paced crisis intervention. Will be largely out in the community, home visits and transportation but will include time in office.
- Candidate must be willing to have a child abuse registry and criminal record check

- Must possess a valid drivers license
- Evening and weekend work

*RaY is committed to representing diversity among our staff and volunteers. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply and self-identify.*

Please email your resume and cover letter detailing the position title in the subject line and email your attachments to [employment@rayinc.ca](mailto:employment@rayinc.ca) with attention to Employment at RaY. No phone calls please.