

Outreach Worker, Intake and Clinical Focus – HART Hub

Collective Agreement Title: Mental Health and Addiction Worker

Program: HART Hub

Reports to: Intensive Supervisor

Work Hours: 35 hours per week, Monday – Friday 8:30-4:00, with the potential to work evenings and weekends

Rate of Pay: \$28.66 - \$33.33

Length of Contract: Until March 31, 2028, with potential to extend

About Gateway Residential & Support Services

At Gateway we believe in a community where all are offered respect, dignity, and hope for recovery. We believe in enabling people we support to achieve the highest quality of life possible.

The philosophy of Gateway Residential and Community Support Services of Niagara Inc. is rooted in a desire to serve others. We support and encourage the individual's right to independence, personal decision-making, and involvement in all aspects of planning, implementation, governance, and evaluation.

Job Summary

The Outreach Worker plays a critical role in establishing trust and engagement with individuals experiencing chronic homelessness with mental health and/or addictions challenges in the Niagara Region. Collaborating with the HART Hub, Niagara Assertive Outreach Team, community homelessness providers, and community mental health and addictions providers, the Outreach Worker is the key connection to supports at the HART Hub. This role focuses on assertive engagement and linking clients to mental health and addiction resources, completing clinical assessments, and making recommendations for housing supports available through the HART Hub.

Key Responsibilities

- Develop a comprehensive understanding of services offered at HART Hub.
- Identify eligible clients for HART services in collaboration with the HART Hub Program Manager and Homelessness services' By Name Data.
- Develop and implement personalized engagement and outreach plans for clients that are eligible for service based on By Name Data.
- Conduct clinical assessments and make recommendations for levels of care; matching clients with services and housing supports
- Work closely with HART Hub staff regarding recommendations for services and housing supports
- Advocate for clients, ensuring adherence to Housing First principles.
- Maintain active collaboration with community partners such as the Niagara Assertive Outreach Team, Shelters, and other health and homelessness providers
- Document client interactions and progress using HIFIS and other relevant systems.
- Attend and participate in team/staff meetings or training as required

This position description reflects the general duties of the position, but it is not intended to be a detailed description of all duties that may be inherent in the position. Outreach Workers may also be asked to perform other duties as required or assigned.

Requirements

- A Bachelor of Social Work (BSW) is preferred.
- Community College Diploma or a University Degree in social services (Bachelor of Social Work, Bachelor of Arts in Social Work, Bachelor of Arts in Psychology, Social Service Worker Diploma, Mental Health and Addiction Worker Diploma)
- Registration with a professional regulatory body (RSW)
- A minimum of three years of work experience in mental health and/or addictions
- One-year experience working with people experiencing homelessness
- A valid G drivers' license with a reliable vehicle and permission to carry rider attached with 2-million-dollar liability
- Valid CPR Certificate/First Aid and Non-Violent Crisis Intervention Training
- Availability to work some evening and weekend shifts
- Knowledge of homelessness service system and outreach community resources
- Good organizational, problem solving, time management and prioritizing skills
- Ability to work independently and as part of a team
- Excellent interpersonal skills with good oral and written skills
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Computer literacy, including effective working skills of HIFIS, MS Word, Excel, Teams, Outlook, and Outlook Calendar
- Understand and work within a person-centered approach, maintaining political and cultural sensitivity
- Strong morals and ethics, along with a commitment to staff and client privacy
- Demonstrated ability to function within and contribute to a fast-paced team environment
- Demonstrated commitment to ongoing professional education
- Ability to monitor financial accountabilities
- Physically able to perform all assigned tasks
- Ability to work under minimal supervision
- Bi-lingual in both French and English is an asset

Police Clearance and Vulnerable Sector Check Requirements

To ensure the safety of the individuals we serve, all successful candidates for this position will be required to provide a Police Clearance and Vulnerable Sector Check from their local police service. A clear Vulnerable Sector Check is a condition of employment. Any prior convictions or offenses (outside the scope of the Vulnerable Sector Check) will be assessed in accordance with applicable privacy and human rights legislation. A criminal record may be considered in the hiring decision, in accordance with the Ontario Human Rights Code. Applicants will have the opportunity to discuss any relevant information once the check is requested.

Work Conditions

- Working directly with individuals living in poverty
- Working directly with individuals experiencing crisis, living roughly or living in public spaces
- Working in a stressful environment where there are mental and emotional demands – a high level of unpredictable work that could include life threatening situations

- May be exposed to infectious waste, drug paraphernalia, smoke, communicable diseases, and other conditions
- Interacts with residents, family members, staff, visitors, government agencies/personnel under all circumstances
- Exposure to traumatic situations, intermittent weather, and environmental extremes
- Manual dexterity is required to use desktop computers and peripherals
- Intermittent physical activity including walking, hiking, standing, and sitting
- May be required to attend remote work area
- Proper footwear is required
- May be required to work in inclement weather

To Apply

If you are interested in applying for the above position, please forward your resume to hr@gatewayofniagara.ca.

Additional Information

Accommodation will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Gateway is committed to supporting a culture of diversity and inclusiveness across the organization. We believe in equal opportunity, and it is our priority to ensure a barrier-free recruitment and selection process. If you are contacted for an interview, please notify Human Resources of any accommodation needs you may have during the selection process. Information received regarding the accommodation needs of applicants will be addressed confidentially. We thank all respondents for their applications but only those selected for an interview will be contacted.