



Whistler Community Services Society

WHISTLER COMMUNITY
SERVICES SOCIETY
"A Helping Hand Toward A Healthy Community"

P.O. Box 900 ♦ 1519 Spring Creek Drive ♦ Whistler B.C. V0N 1B0
Ph: 604-932-0113 ♦ Fax: 604-932-0599
www.mywcss.org ♦ admin@mywcss.org

OUTREACH WORKER WHISTLER COMMUNITY SERVICES SOCIETY JOB DESCRIPTION - 2018

JOB STATUS: Employee, Permanent
BENEFITS: Available after 3 months of employment
FREQUENCY: 32 to 35 hours per week – 4 or 4.5 days a week position
REQUIREMENTS: Criminal record check, Mental Health and Occupational First Aid are an asset.
MILEAGE: \$.52/km

Job Summary:

WCSS outreach workers provide free confidential outreach support for individuals of all ages and families in Whistler, focusing on marginalized or at risk individuals. Outreach Workers help anyone facing challenges including, but not limited to; food security, housing, social justice, drug and alcohol misuse, relationships, mental health/illness, homesickness, grief support, long distance family concerns, or any other problem affecting someone's well-being.

Duties and Responsibilities:

A minimum of 2 years' experience working in social services. Team oriented, passionate and enjoys meeting and connecting with people. Ability to self-motivate, work independently and organize work and time efficiently. A high level of written and oral communication skills. Demonstrates a strong understanding of personal and professional boundaries and has strategies in place to support themselves in their own self-care and well-being while helping and supporting other people. Computer proficiency, including word, excel, email & social media. The candidate has a strong understanding of the challenges Whistler residents may encounter and knows the support services and programs available that may assist. Ability to navigate various government and social services agency to gather information and support for clients of all ages and needs. Criminal Record Check required. Current First Aid Certificate is an asset.

Outreach Worker:

- Identify community members at risk for psychological and emotional challenges.
- Develop relationships of mutual trust and respect with community members.
- Provide support to clients in need including assistance with decision-making processes, planning, job searching & accommodation hunting tips.
- Encourage healthy leisure activities through liaising with community based programs.
- Provide advocacy for clients in areas including, but not limited to; employment, mental health, conflict with landlords, family justice, government agencies, RCMP/law.
- Provides support to clients in need, including assistance with decision-making processes, in regards to drug and alcohol usage.

Referral & Informational Services:

- Refer all clients to appropriate community services and programs where needed.
- Provide current information and contacts for clients regarding relevant community resources and agencies.



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- Provide general life skill and educational information on issues (e.g. substance abuse, healthy sexuality, suicide etc.)
- Communicate with local employers regarding services and role of WCSS Outreach workers.
- Communicate with manager regarding emerging issues to help identify needs for preventative and remedial programs for clients with an emphasis on the needs of financially restricted or at risk populations.

Reporting and Administration:

- Prepare weekly statistics with all relevant activities and program referrals.
- Adheres to budget set out by WCSS and provides receipts for all expenditures.
- Ensures confidentiality of clients.
- Available for meetings as required with ED and Program Manager
- Works within the guidelines set out by Outreach Supervisor, the ED and the Board of Directors