Ka-Na-Chi-hih Healing Lodge

HOME IS LIFE OUTREACH WORKER

SUMMARY:

The Outreach Worker will support Ka-Na-Chi-Hih's efforts to prevent homelessness and improve housing stability for individuals and families who are experiencing homelessness or are at imminent risk of becoming homeless. The role will focus on providing individualized support, identifying barriers to stable housing, connecting individuals and families with appropriate community resources, and helping participants strengthen their self-sufficiency.
The HIL Outreach Worker will engage with individuals and families in the community, build relationships with service providers and community partners, and assist participants in accessing housing-related services and other supports based on their individual needs. The position will contribute to the goals of the Homelessness Prevention Plan (HPP) by helping participants navigate available resources, address immediate challenges, and work toward sustainable housing and improved overall well-being.

DUTIES AND RESPONSIBILITES:

- Conduct outreach and engage with individuals and families who are experiencing homelessness or are at imminent risk of homelessness, identifying their immediate needs, circumstances, and barriers to housing stability.
- Complete initial screenings and assessments to identify participants' housing needs, risk factors, available supports, and eligibility for appropriate services.
- Work collaboratively with participants to identify individualized goals and develop practical action plans that support housing stability, independence, and self-sufficiency.
- Assist participants in accessing housing resources, including housing applications, rental opportunities, emergency housing supports, and other available homelessness prevention services, as appropriate.
- Connect individuals and families with community agencies, housing providers, social services, health and mental wellness supports, income assistance programs, and other relevant resources.
- Provide practical assistance and support to help participants navigate service systems, complete applications, gather required documentation, and access available programs and benefits.
- Identify barriers that may contribute to housing instability, including financial challenges, limited access to services, family circumstances, and other social

or personal challenges, and assist participants in identifying appropriate supports.
- Build and maintain positive working relationships with community organizations, housing providers, Indigenous organizations, government services, and other stakeholders to strengthen referral pathways and coordinated service delivery.
- Conduct community outreach, provide information about available homelessness prevention supports, and promote awareness of services available to individuals and families in need.
- Advocate for participants, where appropriate, to help address service barriers and improve access to housing and community-based supports.
- Provide follow-up support to monitor participants' progress, assess ongoing needs, and help maintain connections to services that contribute to long-term housing stability.
- Encourage participants to build on their strengths, develop practical life-management skills, and increase their capacity to manage housing, financial, and other day-to-day responsibilities.
- Maintain accurate, timely, and confidential participant records, including assessments, support plans, referrals, follow-up activities, services provided, and participant outcomes, using the required organizational systems.
- Collect and maintain program information and statistics to support monitoring, evaluation, and reporting requirements associated with the HPP.
- Prepare reports and summaries regarding outreach activities, participant service needs, referrals, housing-related outcomes, and program trends, as required.
- Participate in team meetings, case consultations, and service coordination activities to support effective and consistent service delivery.
- Maintain professional boundaries, respect participant dignity and confidentiality, and provide services in a respectful, culturally responsive, and non-judgmental manner.
- Perform other related duties as assigned by the supervisor or designate.

ACCOUNTABILITY:

The HIL Outreach Worker is under the day-to-day supervision of the Director of Treatment Services and will be accountable for the effective delivery of outreach and individualized support services in alignment with Ka-Na-Chi-Hih's policies, program objectives, and the requirements of the Homelessness Prevention Plan.

QUALIFICATIONS:

- A diploma or degree in Social Services, Social Work, Community Services, Human Services, or a related field is preferred. A combination of relevant education, training, and experience may be considered.

- Previous experience in outreach, housing support, homelessness prevention, case management, community services, or a related social service setting is preferred.
- Knowledge of homelessness prevention, housing stability, community resources, and the barriers experienced by individuals and families seeking secure housing.
- Experience supporting individuals and families with complex or multiple needs and connecting them with appropriate community services.
- Knowledge of local housing resources, social assistance programs, and community-based support services is an asset.
- Strong interpersonal, communication, and relationship-building skills, with the ability to engage respectfully with people from diverse backgrounds and circumstances.
- Demonstrated ability to work independently, manage competing priorities, and maintain organized and accurate records.
- Ability to provide practical support, problem-solve, advocate appropriately, and work collaboratively with participants and community partners.
- Demonstrated commitment to confidentiality, professional boundaries, participant dignity, and respectful service delivery.
- Knowledge of Indigenous cultures, communities, and culturally responsive approaches to service delivery is an asset.
- Ability to work collaboratively as part of a multidisciplinary team while maintaining initiative and accountability for assigned responsibilities.
- Valid driver's licence and ability to travel within the community, as required by the position.
- Satisfactory Broad Range Record Checks, as required by Ka-Na-Chi-Hih.

Benefits:

Flexible working hours, dental care, **HOOPP Pension Plan**, vision care.

Employees will be eligible for an incentive upon obtaining certification through **Indigenous Certification Board of Canada** (ICBOC).

Ka-Na-Chi-Hih Healing Lodge is committed to creating an inclusive, diverse, and accessible work environment. We welcome applications from individuals of all backgrounds and experiences.

Accommodations are available throughout the recruitment process upon request. Please contact HR at jobs@kanachihih.ca.