

DEPARTMENT:	Climate Action, Planning and Development	STATUS:	Temporary Full-Time (2 years)
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours per week	SALARY:	\$37.54 to \$44.22 per hour (2024 rates) plus benefits

The City of New Westminster has earned a proud reputation for civic leadership, service delivery and outstanding employee relations. We offer our employees great work-life balance; competitive salaries and benefit plans (including pension); education and training opportunities; and challenging and rewarding work.

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 70,000 residents. It is a city rich in history with a viable and thriving economy, a population representative of the diversity of the region, and is staffed by talented and dedicated employees who work together to achieve its strategic vision.

The City of New Westminster is seeking a compassionate and experienced Outreach Support Worker to join our newly created Crises Response Team. As an integral team member, you will identify and support people in the community who are struggling with homelessness and living with medical, mental health, or substance use issues with outreach and referral to provincial and community-based support services.

Duties:

- Identifying people in need by visiting areas where the unsheltered congregate and liaising with other City staff.
- From a trauma-informed and culturally sensitive approach, establish and maintain positive relationships and understanding of people who are unsheltered.
- Empowering, assisting, and supporting the unsheltered with the activities of daily living.
- Developing short-term strategies to deal with various situations, including gaining voluntary compliance.
- Collaborating with other care providers to meet the unsheltered individual's needs and situational requirements while maximizing their independence by providing information, resources, and referral to assist them to obtain services from provincial and community-based service providers.
- Working collaboratively with other members of the Crises Response Team, and community partners to ensure the individual's self-identified goals for support, recovery, and community connection are addressed by appropriate services and practices that are consistent with the values of self-determination and harm reduction.
- Providing culturally appropriate, safe, and competent services in a variety of environments dependent on the needs of the individual. Particular attention should be paid to Indigenous individuals who may have previous negative experiences with government services and institutional settings.
- Dealing confidently and respectfully with volatile and unpredictable crisis situations including those in which mental health and substance use issues are factors. Worker safety should always be the first consideration.
- Identifying and developing relationships and working collaboratively with organizations and service providers, including Indigenous-based, that support unhoused people in the community.
- Reporting on client and program outcomes and challenges to inform progress and overall design and direction of the pilot program.

If you have the following characteristics and qualifications, we want to hear from you:

- Certificate in Community Mental Health Work or equivalent education, training, or work experience.
- Two years recent related experience working with unsheltered individuals and those living with mental health and substance use issues or an equivalent combination of education, training, and work experience.
- An Indigenous background or experience or training with Indigenous culture and practices is an asset.
- Knowledge of legislation such as the Mental Health Act and the Guardianship Act.
- Ability to work with culturally diverse and racialized populations.
- Knowledge of available programs, their interrelationships, and their function in delivering care in the community. Knowledge of such programs in New Westminster is an asset.
- Ability to work cooperatively as part of a multidisciplinary team.
- Physical ability to carry out the duties of the position.
- Ability to coordinate, prepare, and maintain a variety of correspondence and records related to the work.
- Ability to work non-standard hours.
- Valid BC Class 5 Drivers' License.
- Ability to successfully pass and maintain a clear Police Information Check including Vulnerable Sector Check.

Apply by sending your **cover letter and resume in one document** at www.newwestcity.ca/employment.

Applications for this exciting opportunity will be open until **May 29, 2024**.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on.

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

This position is only open to those legally entitled to work in Canada.