

Welcome to Northumberland County, where you can build a thriving career while making a lasting impact in our communities. We're a forward-thinking organization, setting the standard for county government by providing leadership and support to our municipalities and residents.

We're committed to your growth, offering educational and career development opportunities to help you reach your full potential. Our dedication to diversity, equity, and inclusion reflects the rich communities we serve, driving innovation and excellence in our workforce.

Join Northumberland County and be part of a team that values your growth, supports your well-being, and empowers you to make a difference.

Currently, we are looking to fill the following existing vacancy:

Community Outreach Worker

Two (2) Permanent, Full-Time positions

Hourly Rate: \$38.81 – \$43.60 (as per the CUPE 3725 collective agreement)

Reporting to the Housing and Homelessness Operations Supervisor, this position is responsible for evaluating and meeting client needs through a client-centered, holistic, harm reduction approach. The goal is to help clients access stability resources, participate in case planning, and support improved outcomes for those served. This position will work collaboratively as a member of Community and Social Services team and with community partners to build further capacity within the support system.

Essential Duties:

Provides case management and service coordination for those experiencing homelessness or at risk of homelessness by:

- Engaging with individuals both in the office and off-site in the community.
- Conducting assessment, intake interviews, developing appropriate action plans and working with internal and external stakeholders and community agencies.
- Respond to and investigate enquiries, complaints, and emergency situations; assess crisis levels of clients and intervene with appropriate response and de-escalation techniques.
- Organizes wrap-around services with clients with multiple needs.
- Maintain up-to-date knowledge of on-going developments in applicable legislation, policy programs and procedures, community services and issues affecting the client population.
- Assist with informing local policies and procedures related to the outreach program and others as required within Community and Social Services.
- Develop and maintain important stakeholder relationships.
- Update and maintain all files, documentation and databases required to fulfill role responsibilities.
- Documenting and communicating decisions in clear language; and
- Other duties as assigned.

Qualifications:

- University degree or college diploma in human services or a related field.
- Several years' experience as a caseworker or related experience working directly with a vulnerable population (2-3 years minimum).
- Knowledge and experience with Housing First and other homelessness programs, software applications and systems such as MS Office – Word, Excel, Outlook, Power Point
- Knowledge of applicable financial resources such as Ontario Works, Ontario Disability Support Programs, Pensions, WSIB or other government programs
- Knowledge of Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), and

Resident Tenancies Act

- Knowledge of Northumberland's' Homelessness Coordinated Response System
- Knowledge and experience in using assessment skills, facilitation, motivational interviewing, and active listening skills to support clients who identify as homeless or at risk, including understanding of mental health and addictions issues and harm reduction approaches.
- Knowledge of community work locations including hubs, public libraries, Emergency shelter and warming locations.
- Demonstrates excellent time-management, conflict management, communication, and judgement skills.
- Ability to work collaboratively in a team environment and with community partners and agencies.
- Ability to work independently and under strict time constraints as required.
- Valid driver's license and access to a vehicle.

What Makes a Career at Northumberland County Different?

Unlock your potential: At Northumberland County, your growth matters. We offer professional development and provide opportunities that empower you to excel and advance in your career.

Join a passionate team: Be part of a diverse, inclusive team where collaboration thrives, and every voice is valued. Together, we achieve greatness.

The Best of Both Worlds: Enjoy the beauty of natural living alongside a vibrant, dynamic work environment, offering the perfect blend of career success and work-life balance.

What We Offer:

- **Comprehensive Health Plans:** We care about your well-being, offering occupational and mental health supports, an Employee and Family Assistance Program (EFAP), and benefits plans for eligible staff.
- **Competitive Compensation:** We regularly review pay equity and compensation to ensure competitive salaries, supporting a livable life.
- **Livable Communities:** Enjoy access to beaches, trails, restaurants, and cultural events. Northumberland County offers a unique combination of natural beauty and vibrant community life.
- **Learning and Development:** Professional development is at the heart of our success, providing opportunities for growth and excellence.
- **Retirement Savings:** We offer the exceptional Ontario Municipal Employee's Retirement System (OMERS), a defined benefit pension plan to help you plan for a stress-free retirement.
- **Employee and Family Assistance Plan:** Our wellness program includes health support and assistance to ensure your well-being.
- **Work-Life Balance:** We offer flexible work options such as compressed working weeks, and potential hybrid work arrangements for eligible positions to encourage the right balance between work, life and play.

At Northumberland County, you'll find endless opportunities for growth, a supportive team, and a perfect balance between rewarding work and natural living —join us and make a difference in a place where your career and well-being truly matter.

How to Apply:

A valid Class G driver's license with a clean abstract and access to a personal vehicle is required. An acceptable driver's abstract must be submitted with your resume. **Resumes submitted without an acceptable driver's abstract will not be reviewed.**

When emailing your application, please ensure your cover letter, résumé and any other supporting

documents are submitted in one file (preferably MS Word (.docx) or Adobe (.pdf)).

We invite you to submit your application **by 4:30pm on Wednesday, May 14, 2025**, to:

Human Resources
County of Northumberland
555 Courthouse Road
Cobourg, ON K9A 5J6
Email: hr@northumberland.ca
Fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to accessibility@northumberland.ca or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.