

## Position Opportunity: Intake, Community Support & Outreach Worker

### Who is Causeway?

Causeway is a not-for-profit agency that empowers ALL people by helping those with mental illness and other challenges find meaningful work. We have a desire to see people treated with dignity and respect. We believe that there is no limit to anyone's potential. By leveraging their talents and abilities, we work to shift society's perspective regarding people whose value has not yet been recognized.

### What will I be doing?

As the Intake, Community Support & Outreach Worker, you will welcome and be the first point of access for new participants coming to Causeway. Your role will include assessing program eligibility and supporting individuals in accessing the best suited program/support within Causeway. Your role will include collaborating with other like-minded community organizations to generate new referrals to our agency. You will also provide Causeway participants with support/information/referrals to other community agencies, online resources and health services when needed. You will also build and strengthen relationships with other Ottawa and area Social and Health Service Organizations, through but not limited to, outreach, networking, committees and education. You will work with the Community Supports Team, Causeway and the community at large to provide a person-centered approach to assisting individuals in achieving their employment goals.

### What will my duties include?

- To act as the first contact for self-referred participants and/or referring agencies.
- To provide Agency & Program information/resources/tours to interested participants/family members/referral agents, etc.
- To assist participants in understanding and selecting the Causeway programs/services that best suit their needs and goals.
- To refer participants to additional programs and services in the community to help meet their needs
- To gather and update information on community resources and services available throughout Ottawa & area
- To keep up-to-date, accurate statistics reflecting referrals, assessments, and participant successes and challenges.
- To work closely with staff in all programs to ensure a smooth transition between intake, referral, and program participation
- To develop strong working relationships with agencies throughout the Ottawa area and Eastern Ontario to increase opportunities for individuals to connect/refer/access Causeway programs and services.
- To promote and represent Causeway's programs and services through outreach, networking, committees and education
- To accurately maintain participant files, utilize assessment tools (including OCAN), and submit necessary statistical reports in an accurate and timely manner

## What will I bring to the organization?

- A person-centered approach
- Experience/knowledge of mental health, addictions, disabilities and barriers to employment
- Experience/knowledge of resources and supports in the Ottawa and Eastern Ontario region
- Exceptional communication, interpersonal and leadership skills with strong ability and desire for public speaking, networking and presentations
- Adaptable and resourceful
- High energy to motivate and support participants
- Critical thinking and problem-solving skills
- A passion and strength for relationship building
- A good command of the English language/ French is considered an asset
- Post-Secondary graduate in a related field

## Why should I work here?

At Causeway, we are focused on building better communities by employing each person's abilities and this starts with our team. When you join Causeway, you can expect:

- A supportive, inclusive and collaborative environment
- Starting salary of \$35,000
- 3 weeks' vacation leave
- Generous sick time, appointment time and statutory holidays
- Additional paid time over the holiday break between Christmas and New Year's Day
- Free access to a full onsite gym
- Group Benefits and Pension Plan (shared by employer and employee)
- Opportunities for professional development, training and continuous learning

## How do I apply?

Please send a copy of your resume and cover letter to Michelle Ball, Manager of Programs & Services, at [mball@causewayworkcentre.org](mailto:mball@causewayworkcentre.org)

**Accepting Applications until April 16, 2021 at 4:00pm**

*Causeway is an inclusive workplace and encourages qualified candidates from diverse backgrounds and who have faced barriers to employment, including those who may need accommodation, to apply to join our staff team. Please advise if you require accommodation throughout the recruitment process.*