

Job Posting Community Outreach & Program Support Worker

Title: Community Outreach & Program Support Worker

Classification: This is a unionized position

Type: Full Time, short-term fixed contract (3 months, possibility of extension)

Location(s): Ottawa

Salary: \$40,000/year pro-rated

Benefits: Generous vacation, sick, appointment & personal time & full access to an inhouse gym.

Hours: 35 hours per week with flexibility to adjust hours as per program demands

Employer: Causeway Work Centre

How To Apply: Please submit your cover letter and resume to slewis@causewayworkcentre.org

Closing Date: June 28th, 2024

About 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.

Working Conditions

Working with people with mental illness or other disabilities and those experiencing or at risk of homelessness. Standard work hours are 35 hours/week 8:30am – 4:00pm, Monday to Friday, however work schedule could include evenings occasionally

About the Role

The Community Outreach & Program Support role is designed to help individuals living in poverty, experiencing mental health challenges and other barriers, navigate and access community services and supports to ensure they have equitable and inclusive access to essential services, enhance their participation in society and improve their lived experiences. This position will also work with potential clients that are seeking services from Causeway and partner with other like-minded community organizations to generate referrals to the agency. The incumbent will also be responsible for providing support to Causeway's intake and employment programs on an intermittent basis.

Duties & Responsibilities

- Provide off-site service and support to clients of community partner organizations
- Assist in community service navigation and referrals for clients of Causeway and external partners
- Participate in tours, presentations and community networking events, promoting Causeway programs & services
- Administer intakes into Causeway programs and provide referral to other community organizations
- Complete all documentation, statistics, reports and manage files
- Develop and maintain strong working relationships with service providers in the Ottawa area

- Gather and update information on programs and services available to clients in the Ottawa area
- Conduct employment related workshops
- Provide employment supports including career exploration, resumes, job search and advocacy
- Provide de-escalation, crisis support and referrals
- Understand and follow policies & procedures of Causeway
- Perform other related duties as required

Qualifications & Experience

- College diploma or University degree required
- 1-3 years related work experience with vulnerable populations
- Strong knowledge of Microsoft Office applications/database management
- Multi-lingual: Ability to understand, communicate & provide services in both English and French considered an asset. Other language abilities considered a strong asset
- Experience/knowledge of mental health, addictions, disabilities, homelessness and barriers to employment
- Knowledge of community resources in the social service sector in Ottawa
- Ability to multi-task & work a flexible schedule
- Exceptional communication skills, both written and oral
- Excellent time management skills, well organized with attention to detail
- Strong decision making and critical thinking skills
- Crisis management experience
- Criminal Record Check
- Own vehicle considered an asset

We thank all applicants, however only those selected for an interview will be contacted.

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

