

## Job Posting

### Community Outreach

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**Title:** Community Services and Outreach

**Classification:** This is a unionized position

**Type:** Part Time

**Location(s):** Ottawa

**Salary:** \$42,840/year pro-rated

**Benefits:** Generous vacation, sick, appointment & personal time (pro-rated) & full access to an inhouse gym.

**Hours:** 14 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 [malfonso@causewayworkcentre.org](mailto:malfonso@causewayworkcentre.org)

**Closing Date:** Thursday, September 4th, 2025

#### 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 8:30am – 4:00pm, Monday to Friday, however work schedule could include evenings occasionally. This is a part-time position, 2 days per week (14 hours). This position will require working in dynamic and / or changeable environments such as shelters, homeless encampments, parks, community hubs/centres etc.

#### About the Role

The Community Outreach 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 to help reduce barriers and gain access to community services
- Provide 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 referrals 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
- 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
- Proven experience/knowledge of mental health, addictions, disabilities, homelessness and barriers to employment
- Knowledge of mental illness and substance use, including recognizing symptoms, providing appropriate support, and connecting individuals to the right services
- Broad 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 & de-escalation experience; including knowledge on how to respond to immediate mental health challenges
- NVCi considered a strong asset
- Criminal Record Check
- Ability to be mobile within the community; 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*

