



## **Outreach Program Assistant Manager (Union Excluded)**

### **Job Summary**

As an Outreach Program Assistant Manager, you will play a vital role in supporting individuals within our community to enhance their quality of life and achieve their personal goals. As a member within this interdisciplinary team, you will work both independently and closely with other team members to support adults experiencing or at-risk of experiencing homelessness to find and maintain safe, permanent housing.

**Salary:** CA\$64,000.00 per year

**Position Type:** Permanent Full-Time

**Schedule:** Monday – Friday 9 am – 5 pm

**Reports To:** Directors

### **Functions & Responsibilities**

- Coordinating and facilitating appointments for residents with healthcare providers, social services, and other relevant professionals in collaboration with site staff
- Assisting in the relocation process for individuals transitioning into housing, including coordinating transportation and logistics with site staff
- Providing guidance and support to ensure a smooth transition and adjustment to new living arrangements
- Serving as a mediator and advocate for clients in communication with landlords
- Addressing any issues or concerns related to housing, maintenance, or community services on behalf of the residents
- Collaborating with landlords to advocate for the needs and rights of clients
- Conducting outreach efforts to identify individuals in need of assistance who are living in private market housing
- Building relationships with individuals to understand their needs and providing support and resources as necessary
- Offering guidance on accessing available services and programs to improve overall well-being
- Developing individualized case plans for clients that have transitioned into private market housing, incorporating their goals, strengths, and challenges
- Regularly reviewing and updating case plans based on progress and changes in the client's circumstances



- Advocating for clients' rights and access to essential services, including healthcare, housing, education, and employment opportunities
- Keeping detailed records of client interactions, assessments, and progress towards goals
- Preparing reports and documentation as required by BC Housing
- Perform other related duties as required.

### **Skills and Abilities**

- Knowledge of the Residential Tenancy Act (RTA) and the Vancouver rental market a plus
- Write clearly and informatively, edit work for spelling and grammar, vary writing style to meet needs, present numerical data effectively, ability to read, write and interpret documents of a technical nature
- Able to analyze problems, identify alternative solutions, project consequences of proposed action and implement recommendations in support of goals
- Can attend to highly detailed work accurately and efficiently, able to work independently
- Ability to meet schedules and timelines
- Ability to engage a wide variety of people with a high level of professionalism, including diverse populations
- Strong computer skills (ie. Microsoft Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.
- Demonstrate ability to get along with others effectively to manage conflict, to participate as a team member, and to give and accept feedback constructively.

### **Qualifications**

- A relevant university degree or 2–3-year college diploma preferred
- A minimum of 2 years' experience working with diverse populations, including those impacted by mental illness/addictions, poverty, and homelessness
- Experience using HIFIS considered an asset
- Valid First Aid Level 1 required.
- Class 5 BC driver's license required.
- Criminal Record Check required.