

INTERNAL/EXTERNAL JOB POSTING

REPORTS TO: SHELTER MANAGER

DEPARTMENT: SHELTER PROGRAM

OUTREACH SOCIAL WORKER

As the Outreach Social Worker, you provide outreach, and follow-up supports from a Housing First and trauma-informed framework. You ensure the successful transition and integration of refugees from the Shelter Program into the community, delivering services through an integrated anti-racism, access and equity framework.

You deliver trauma-related services to exited clients and ensure coordinated case management with internal and external service providers. Your work includes supporting clients with legal, health, education, employment, income, and social needs.

You assist clients facing challenges in their settlement process and use trained interpreters to ensure accessible services. Under Management direction, you also represent the organization in settlement networks and engage in community outreach and development in line with the agency's code of conduct and ethics.

Key Responsibilities include:

1. Plan the program:

Develop a work plan for counselling and outreach to exited clients. Identify service gaps through exit surveys and report findings to the Shelter Manager. Maintain a list of community resources and coordinate monthly Shelter information sessions

2.. Implement the Program:

➤ **Crisis Intervention and Counselling**

- Provide crisis intervention and counselling supports complex issues such as mental health, addictions, trauma, gender violence, HIV/AIDS, and facilitate trauma assessments and treatment plans as required.

➤ **Case Management**

- Conduct intakes, make assessments, develop and monitor case plans; schedule appointments for exited clients; facilitate external case coordination; and conduct community mapping and escort clients to local resources

➤ **. Moves**

- Ensure moves comply with policy, provide exiting residents with an individualized exit package of community resources, and complete change of address forms for services such as Legal Aid, IRCC, OW, and ODSP.

➤ **Outreach**

Home Visits

- Conduct in-person meetings with exited clients to provide support, mediate crises, apply conflict resolution in housing-related issues, and advocate for income security and housing benefits, documenting all visits appropriately.

➤ **Health/Mental Health**

- Maintain up-to-date resource lists of health centers, clinics, hospitals, and refugee-supportive professionals and organizations from various ethno-racial communities.

➤ **Legal**

- Assist exited clients with documents such as work permits, health cards, SIN, PR and citizenship applications; support legal processes after failed hearings in consultation with Settlement Counsellors; and coordinate annual Income Tax clinics.

3. Administers the program

- Maintain confidential client files, appointment logs, and accurate case documentation; ensure timely funder reports, service statistics, program expense records, and updated community service contacts

4. Control the Program

- Complete funder reports on time, communicate program risks to management, and report unresolved client complaints to the Shelter Manager.

5. Community Relations, Housing Program and Outreach

- Build partnerships with community groups and landlords; participate in research, public speaking, and community events on settlement issues; liaise with services to support housing; and represent the organization in networks and coalitions.
- 6. Social Justice and Anti Racism, Access and Equity**
- Keep abreast with social justice issues especially as they affect refugees to ensure the advancement of their issues from an anti-racism, access and equity framework both in the internal and external community of the organization.
- 7. 7.General**
- Comply with agency policies, Code of Conduct, and health and safety; collaborate with Shelter teams; attend meetings and training; mentor students and volunteers; and assist with other duties as required

Education

- Minimum Bachelor of Social Work
- Proof of current Social Work registration in Ontario College of Social Workers and Social Service Workers (OCSWSSW)
- Proof of relevant certificate training from a recognized institution around trauma counseling, addictions, and mental health related to refugees.

Knowledge, Skills and Competencies

- Knowledge of exited client groups, including families, adults, and separated youth, and population-specific supports
- Working knowledge of IRPA, Mental Health Act, TPA, Ontario Works, ODSP, and housing benefit procedures.
- Knowledge of housing related issues including Landlord-Tenant legislation and legal processes.
- Knowledge of refugee law, refugee determination process, settlement, and related population issues such as torture, sexual assault, violence against women, homophobia, war crisis
- Competency in therapeutic methods and knowledge of case coordination and case management application.
- Knowledge and ability to apply an integrated anti-oppression framework to community development and systemic legal advocacy
- Knowledge of community networks and resources for refugees
- Strong issue management and conflict resolution skills.
- Demonstrated ability to understand and uphold ethical behavior that is consistent with organizational values and work ethics.
- Proven ability to build and maintain positive working relationships with internal teams and external partners.
- Skilled in anticipating, understanding, and responding to client needs through effective case management

Experience

- Three to five years of progressive experience as a social worker in a diverse client environment
- Experience in Housing Help an asset.

Working Conditions:

- This role is primarily office-based, with about 30% of time spent in the community providing support to exited clients in their community.

Other

Rate: \$31.97/hour (2025 rate)

Hours: 37.5 hours, Monday to Friday, 10:30am to 6pm *but may occasionally be required to work flexible hours such as late evenings or weekends to accommodate various client activities.*