Job Title: Library Outreach Worker, Assistant

Req ID: 28315
Vacancy Type: Temporary
Contract Duration: Up to 1 year
Number of Positions: 1
Closing Date: 07/02/2026

Job Summary

Reporting to the Manager, Community Development the Assistant Library Outreach Worker (ALOW) will provide support services to individuals experiencing episodic or chronic homelessness or who are at risk for homelessness, or are otherwise vulnerable. The Assistant Library Outreach Worker will support individuals who are experiencing homelessness, living in the community and accessing any of the eighteen (18) Mississauga Library locations. The Assistant Library Outreach Worker, through one on one contact, will assist individuals in connecting with appropriate health and social services

Duties and Responsibilities

- Employ a system of care approach for those who are experiencing episodic or chronic homelessness - by developing a collaboration and co-ordination of services with our partner community agencies
- Conduct Needs Assessments
- Support individuals and ensure appropriate referrals are made on behalf of the individual to partnering organizations and follow up where needed.
- Provide advocacy where required and assist individuals to self-advocate
- Maintain electronic records, reports and statistics necessary for program functioning
- Implement materials and communication tactics at each of the eighteen (18) library locations that will provide information and support for those at risk of homelessness
- Support library staff in creating an inclusive and welcoming space for individuals who are experiencing homelessness; understanding the unique needs and how to support individuals and families requesting information regarding housing and housing security; and how to make a referral to the Library Outreach Worker Staff the Open Window Hub
- Work with library staff to provide services that will support individuals who are experiencing homelessness, such as art therapy and storytelling to provide a therapeutic outlet for those experiencing trauma related to being homeless; computer literacy to build skills; nutrition and self-care and access to food security
- Other duties required

Skills and Qualifications

- Degree or diploma in social work; must be a registered member with the Ontario College of Social Workers
- Experience working with the homeless population, experience in a comparable community outreach case management or crisis support role working with the defined population, and/or experience providing individual/family support and community education/development equivalent combination of education and experience.
- Working knowledge of Housing First principals
- Emergency or Standard First Aid with CPR B or C
- Level 3- Vulnerable Sector Check is required
- Primary case management and assessment skills regarding a variety of needs usually acquired through post-secondary education or experience in mental health services and other community programs.
- Knowledge of community resources and services, social and environmental determinants of health, health promotion, disease prevention and supportive services.
- Demonstrates cultural sensitivity and perspective, respect for clients' independence, individualized client focused care, and flexibility.
- Demonstrated knowledge and best practice in crisis management
- Knowledge of consent and capacity issues and legislation involving this population
- Exceptional leadership skills and strong interpersonal skills.
- Excellent customer service skills and excellent oral and written communication skills.

- Critical thinking, complex problem solving skills and understanding of trauma informed engagement.
- Knowledge related to anti-oppressive practice, strength based framework an asset.
- Ability to establish effective working relationships in a team environment.
- Excellent judgment and analytical skills
- Working knowledge of applicable legislative requirements including the Personal Health Information Protection Act, Freedom of Information and Protection of Privacy Act and the Municipal Freedom of Information Act.
- Must be able to travel between City of Mississauga and external local facilities

Hourly Rate/Salary: $ 34.19 - $ 45.59
Grade: TC
Hours of Work: 35 hours per week
Work Location: Hazel McCallion Central Library
Hybrid Workplace: 5 days in office
Organization Unit: CMS/Community Development
Department/Division/Section: CMS/Community Services Dept , CMS/Mississauga Library , Central Library & Community Dev
Non-Union/Union: Non Union
The City of Mississauga may use artificial intelligence (AI) technology in sourcing candidates for some positions, however, it is not being used for screening, assessing, or selecting candidates.
Applicants applying to this posting may be considered for the same position(s) should another vacancy occur within six months from the date of this posting, unless the requirement to repost is expressed differently in a Collective Agreement.

If you are selected for an interview and your proposed transfer or promotion results in a real or perceived conflict of interest in relation to the Employment of Relatives Corporate Policy and Procedure, you must notify the Human Resources Representative as soon as possible.

If you are selected for an interview you are expected to disclose all current positions held in the City, whether full time or part time.

Equity, Diversity and Inclusion
The City of Mississauga is committed to creating a respectful and supportive workplace that fosters a culture of equity, diversity and inclusion which broadly reflects the communities and residents we serve. Throughout the employee life cycle, the City is working to include an EDI lens to attract, retain and support the growth of diverse talent.

Learn more about the City's commitment to Equity, Diversity and Inclusion .

Accommodations
The City of Mississauga is an Equal Opportunity Employer and is committed to removing barriers in our selection process for people with visible and invisible disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the City of Mississauga will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities.

If selected to participate in the recruitment, selection and/or assessment process, please complete the following Accommodation Request Form and have it emailed to recruitment.accommodation@mississauga.ca citing the Job ID and Job Title. This will inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.