

## **WE ARE HIRING**

### **SAFE AT HOME – OUTREACH WORKER**

#### **Job Title: Safe at Home, Outreach Worker**

#### **Main Purpose of the Job:**

The Safe at Home, Outreach Program is a client centered program delivering short term orientated support for clients using unhealthy and abusive behaviours. The program has three components: one to one support, group sessions and an option to use a cool down approach. The Safe at Home program is designed to be an alternative approach for families experiencing domestic violence and abuse.

The goal of this position is to ensure that the individuals who are enrolled in the Safe at Home Program are taking steps to accept responsibility for their unhealthy and abusive behaviour. The Outreach Worker will support individuals by providing optimal programming that will encourage change by helping them address their concerning behaviours and the impact their anger has had on their families. As a result, they can function in a healthier and more productive manner in all aspects of their lives. The Safe at Home, Outreach Worker supports clients through emotional support, an accountability plan, goals, and information and referrals.

#### **Duties and Responsibilities:**

- Review Outreach Program referrals and provide individuals with information and possible options.
- Establish and maintain a client caseload with the focus on direct and indirect hours and frequency of client sessions.
- Provide clients with case management, educational information, an accountability plan focused on keeping their families safe, and navigation of information and community resources through individual or group facilitation.
- Complete partner checks as required.
- Complete intake, consent forms, critical incident reports, and discharge information for the Safe at Home Program.
- Collaborate with all partner agencies to provide aligned and integrated case management strategies to ensure that client needs are met.
- Distribute the client feedback survey for completion.
- In collaboration with the Data Analysis, quarterly review of the Safe at Home Program data. The Safe at Home Program may make the required revisions as needed.
- Develop community partnerships through presentations and committee work.
- Mentor volunteers and practicum students who are supporting in the Safe at Home Program.
- Work in collaboration with various programs within the organization to offer wrap around support.
- Responsible for reviewing client's file on Outcome Tracker and completing case notes in a timely manner. Add intake and discharge information, ensure client goals are completed, critical



Incidents have been reviewed and advised to the Program Lead, and ensure there is no missing data on client's file.

- Complete evaluation tools as required
- Work from a Trauma Informed approach (oral and written) in providing support to clients, co-workers, and the community
- Attend staff meetings, touch base meetings, retreats, in-services, and other professional development opportunities as required by the organization
- Take a proactive role in one's own professional development and accountability for one's practice
- Organize and implement a stakeholder group that will support in providing the program with information, referrals, and best practices
- Ensure risk assessments are completed and assessed on a regular basis
- Other duties as assigned by the Program Lead/Executive Director

#### **Community Relations:**

- In collaboration with Program Lead/ Executive Director, connect with community agencies and resources to advocate for services for individuals of domestic violence and abuse.
- Attend appropriate community agency meetings as required by Program Lead/ Executive Director and bring forward new opportunities for partnering with other organizations or committee meetings.

#### **Professional Development:**

- Take a proactive role in one's own professional development and accountability.
- Remain current in the research and best practices in topics related to domestic violence and abuse, crisis intervention models, and information on Rowan House Society strategic outcomes.
- Attend and participate in training opportunities to enhance learning opportunities and areas of growth.

#### **Qualifications:**

- Degree in Social Work /Human Services or related field, with at least two years related experience working in the community in an outreach capacity. An equivalent combination of education and experience may be considered.
- At least 3 years experience working with people who have concerns about their unhealthy and abusive behaviours.
- Proficiency in Microsoft Office suite of programs.
- Sensitivity and understanding of poverty, mental health, addictions and violence and abuse issues.
- Knowledge of trauma-informed practices and the values of Rowan House Society.
- Knowledge of community resources, specifically in the Foothills area.
- Strong knowledge and understanding of the specific support required for rural communities.



- Strong presentation and group facilitation skills.
- Commitment to understanding cultural humility, diversity and supporting equality of opportunities.
- Awareness of the unique cultural and spiritual needs of indigenous individuals, families, and communities. A strong understanding of the realities and issues that impact the Indigenous communities.
- Ability to analyze risk and provide strong risk mitigation procedures.
- Willingness to be innovative and creative in enhancing current processes.
- Ability to think and act strategically and systematically.
- Strong interpersonal and crisis intervention, negotiation, and conflict resolution skills.
- Be a team player who is self-motivated and works effectively in a fast-paced environment with deadlines and multiple workflows.
- Strong public relations, interpersonal and communications (written and verbal) skills.
- Strong analytical and problem-solving skills to deal with complex tasks and issues with minimal direction.
- Able to plan, organize and prioritize responsibilities to meet deadlines. Can effectively manage multiple tasks and varying workloads.
- Ability to analyse situations in guiding safety plans that support the client's safety and the safety of others.
- Be discreet and maintain confidentiality to safeguard the security of clients.
- Ability to work together in a team setting by being positive, professional, and approachable.
- Ability to maintain a calm manner, utilize critical thinking strategies in unpredictable circumstances and to respond effectively.
- Ability to work independently and manage time and schedules effectively.

**Certificates:**

- A Criminal Record and Vulnerable Sector Check are conditions of employment.
- Child Intervention Check is a condition of employment.
- Must have current CPR and First Aid Certificate
- Must have current Applied Suicide Intervention Skills Training
- Must have Non-Violent Crisis Intervention
- Must be registered with an associated professional body if required.
- Naloxone Poisoning Prevention Certificate
- Valid driver's license with a clear driver's abstract and reliable transportation

**Working Conditions:**

- Flexibility is required within this role; evening and weekends may be required.
- This position requires the individual to be in the community, however, as needed there is space available at the Okotoks location or the Emergency Shelter.

**Physical Requirements**



- **Strength Parameters**  
You may be required at times to lift boxes or event kits to and from events, as well as put up the event tents.
- **Motion Parameters**  
You may be required to sit at your desk or in court for extended periods of time.
- **Vision and Hearing Requirements**  
You may be required to sit at your computer for extended periods of time.

Please send your resume to Carlee at [carleem@rowanhouse.ca](mailto:carleem@rowanhouse.ca) by May 17, 2024.