



**MATAWA HEALTH
CO-OPERATIVE**

Job Description

Outreach Worker

PURPOSE OF THE POSITION

Matawa First Nations established the Matawa Health Co-operative (MHC). This provincially incorporated Co-operative consists of the nine Matawa member communities – Webequie, Neskantaga, Nibinamik, Eabametoong, Marten Falls, Aroland, Ginoogaming, Long Lake #58 and Constance Lake First Nations.

As a member of the Matawa Health Co-operative, the Outreach Worker supports the mental, emotional, physical, and spiritual wellness of individuals, families, and communities served by the Matawa Health Co-operative. Working from a wholistic, trauma informed, and culturally grounded approach, the Outreach Worker provides outreach, advocacy, case management, system navigation, crisis support, and wellness programming that reflects the unique strengths, cultures, and priorities of Matawa First Nations.

The position is responsible for building trusting relationships with community members, reducing barriers to accessing primary care and mental wellness services, and connecting individuals to appropriate clinical, cultural, and community-based support. The Outreach Worker collaborates with interdisciplinary teams, Elders, Knowledge Keepers, healthcare professionals, and community partners to promote healing, resilience, and self-determination while supporting individuals throughout their wellness journey.

The Matawa Health Co-operative Outreach Worker will collaborate with the Director of Mental Wellness, MHC Executive Director, and MHC staff. He/she will report to the Director of Mental Wellness.

SCOPE

The Outreach Worker delivers community-based mental health and addictions services to individuals, families, and communities served by Matawa Health Co-operative. The position provides direct client support across the continuity of care, including prevention, early intervention, crisis response, treatment support, recovery, aftercare, and wellness promotion. Services may be delivered in community settings, client homes, healthcare facilities, schools, or other locations where individuals can safely and comfortably access support. The Outreach Worker conducts outreach, completes client assessments, develops wellness plans, provides case management, facilitates group and community wellness programming, coordinates referrals, and supports access to both clinical and culturally grounded services.

The Outreach Worker maintains professional standards of practice, protects client confidentiality, exercises sound clinical judgment, and responds appropriately to complex situations involving mental health, addictions, trauma, crisis, and social determinants of health. The position is responsible for maintaining accurate documentation, collecting program data, monitoring client outcomes, and contributing to quality improvement and reporting requirements in accordance with MHC policies, applicable legislation, professional standards, and funding agreement. The position requires regular travel throughout Matawa First Nations.

RESPONSIBILITIES

- Build trusting relationships with individuals, families, and communities through culturally safe, trauma-informed, and strengths-based outreach.
- Provide practical support, advocacy, and assistance to individuals accessing mental health and addictions services.
- Conduct client intakes and assist with identifying needs, goals, and appropriate supports.
- Promote prevention, early intervention, recovery, aftercare, and overall wellness.
- Perform scheduled community outreach services utilizing the outreach van to engage community members, provide onsite assistance, and connect individuals with appropriate services and supports.
- Connect clients with appropriate internal and external health, social, cultural, and community services.
- Coordinate referrals and support continuity of care in collaboration with service providers and community partners.
- Distribute harm reduction supplies an essential item as well educating clients on safer practices and available community supports.
- Advocate for clients to reduce barriers and improve access to services.
- Plan and facilitate community wellness initiatives, group activities, workshops, and mental health promotion events.
- Support the delivery of culturally grounded programming, including land-based and traditional healing activities in collaboration with Elders and Knowledge Keepers.
- Promote awareness of available mental health, addictions, and wellness resources.
- Work collaboratively with Matawa First Nations, healthcare providers, community organizations, and multidisciplinary teams to support coordinated service delivery.
- Participate in case discussions, team meetings, and community engagement activities as required.
- Foster positive relationships that strengthen community-based mental wellness services.
- Maintain accurate, timely, and confidential client records and service documentation.
- Collect program data and assist with reporting, evaluation, and quality improvement activities.
- Ensure services are delivered in accordance with organizational policies and community priorities.
- Maintain professional and ethical standards while protecting client confidentiality.
- Participate in supervision, training, and professional development opportunities.
- Perform other related duties consistent with the objectives of the position.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge

- Knowledge of mental health, addictions, recovery, and wellness principles.
- Knowledge of trauma-informed, strengths-based, and culturally safe approaches to service delivery.
- Understanding of Indigenous cultures, traditions, and holistic approaches to wellness.
- Knowledge of community resources, support services, and referral processes.
- Knowledge of crisis response procedures and community support system.
- Knowledge of privacy, confidentiality, and ethical practice.

Skills

- Strong interpersonal and relationship-building skills.
- Excellent communication, active listening, and conflict resolution skills.
- Effective case coordination, advocacy, and service navigation skills.
- Strong organization, time management, and documentation skills.
- Ability to facilitate group activities, wellness programming, and community engagement initiatives.
- Proficiency in Microsoft Office and electronic documentation systems.

Personal Attributes

- Ability to build trusting relationships with individuals, families, communities, and partner organizations.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Ability to exercise sound judgment and maintain professionalism when responding to sensitive situations.
- Ability to organize and prioritize multiple tasks in a fast-paced environment.
- Ability to maintain accurate and confidential records.
- Ability to adapt to changing priorities and community needs.
- Ability to travel to Matawa First Nations and work flexible hours, including occasional evenings and weekends, as required.

QUALIFICATIONS AND REQUIREMENTS

- Diploma or degree in Social Work, Social Service Work, Indigenous Wellness, Mental Health and Addictions, Community Services, Psychology, or a related human services field.
- Minimum of two (2) years of relevant experience in mental health, addictions, outreach, community support, or a related field.
- Experience working with First Nations communities and knowledge of Indigenous cultures and perspectives is considered an asset.
- Valid Class G driver's license with access to a reliable vehicle and the ability to travel throughout Matawa First Nations.
- Current First Aid and CPR certification, or the ability to obtain upon hire.
- Satisfactory Criminal Record Check with Vulnerable Sector Screening.
- Registration with a relevant regulatory body (e.g., the Ontario College of Social Workers and Social Service Workers) is considered an asset, where applicable.
- Previous experience working with First Nations communities is an asset;
- Fluency in a Matawa First Nations language is an asset.

WORKING CONDITIONS

Physical Demands

- Regular travel to Matawa First Nations and other service locations, including travel in varying weather and road conditions.
- Ability to transport program materials, equipment, and supplies as required.
- Frequent sitting, standing, walking, and computer use throughout the workday.
- Occasional evening and weekend work may be required to support community events, outreach activities, or operational needs.

Environmental Conditions

- Work is performed in a combination of office, community, and outreach settings.
- The position requires frequent travel and may involve working in busy, fast-paced, and changing environments.
- The employee must be able to manage multiple priorities, respond to interruptions, and adapt to changing community and program needs.

Sensory Demands

- Extended periods of computer use may result in eye strain or fatigue.
- Frequent interaction with clients, community members, and service providers requires sustained attention, active listening, and effective communication.

Mental Demands

- The position requires sound judgment, effective decision-making, and the ability to manage competing priorities in a dynamic environment.
- The employee may encounter individuals experiencing mental health, addictions, or other complex social challenges and must respond with professionalism, empathy, and appropriate support.
- The role requires maintaining confidentiality, adapting to changing situations, and working effectively under pressure while meeting organizational and program deadlines.

CERTIFICATION

 Employee Signature	 Supervisor's Title
 Printed Name Date	 Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
 Executive Director's Signature Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.