MATAWA FIRST NATIONS MANAGEMENT

Matawa
EDUCATION & CARE CENTRE

Job Description

Matawa After Hours Department
Outreach Worker

PURPOSE OF THE POSITION

As a member of the Matawa Education and Student Care Centre team, the Matawa After Hours Department Outreach Worker supports students as they move toward the successful completion of their secondary education and continue on their pathways to work, training or post-secondary education programs. The Outreach Worker will work directly with students to address issues that they are facing, ensures that students are in their boarding homes or the student care centre by curfew, and ensure their safety and wellbeing. They will do this by maintaining a presence throughout the city during the off hours of the Matawa Education and Care Centre (MECC). The Outreach Worker will interact with the students' parents/caregivers, boarding home parents, police, hospital, and other parties in ensuring students are safe.

SCOPE

The Outreach Worker works under the direction and supervision of The Youth Inquest and After Hours Manager as well as the Executive Director or designate. They will work directly with the Safe Sobering Site and closely with other Matawa Education and Student Care Centre staff.

The Outreach Worker will work to support and advocate for Matawa area members who reside in Thunder Bay, primarily, those who are experiencing substance use and mental wellbeing challenges. The main purpose of the position is to provide crisis intervention, respond to crisis calls and ensure Matawa Student Care Centre youth are supported after hours.

RESPONSIBILITIES

The Outreach Worker is primarily responsible for responding to crisis of individuals and/or families after hours especially related to mental health, addictions and safety. The Outreach Worker works to ensure individuals/families are provided with appropriate interventions and services as required.

1. **Direct Services:**
   - respond to emergency/crisis calls-ie: high risk individuals, search missing person,
   - establish and maintain contacts with agencies, police, patrol team, drop-centers, soup kitchens, etc
   - monitor high risk areas where individuals may frequent within the city-
   - assist in gathering information of service agencies
   - connect and document calls received from individuals, staff & families
   - make appropriate referrals to services
   - work with Matawa student care centre administration and other staff
   - participate in client management and care planning with service providers
   - conduct client follow up and appropriate wellness checks

2. **Communication:**
   - provide daily communication to Matawa student care centre mental wellness team, manager, supervisors, and other service providers
   - foster positive working relationship with members and service providers
   - participate in meetings related to planning and support services as required

3. **Administrative:**
   - keep confidential client records for data entry
   - complete all necessary documentation, including written records/reports
   - perform other related duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge and experience in the following areas:

- Possess a high school diploma or study in field of Social Work
- Experience in crisis response
- Fluency in Cree, Oji-Cree or Ojibway is a definite asset
- Good knowledge of services provided in city of Thunder Bay
- Good knowledge of Matawa First Nations communities
- Strong understanding of First Nation needs
- Strong understanding of First Nation communities' culture, traditions and practices

Skills

The incumbent must demonstrate and/or possess the following:

- Excellent interpersonal and networking skills
- Ability to provide coaching skills
- Ability to navigate complex crisis situations in a calm, effective manner
- Ability to provide a high level of care, guidance and support
- Ability to deal effectively with conflict and crisis
- Excellent communication, oral and written skills
- Ability to work under minimal supervision
- Ability with computers, computer programs and other office equipment

Personal Attributes

The incumbent must demonstrate the following personal attributes:

- Maintain strict confidentiality
- Maintain standards of conduct
- Cultural awareness and sensitivity
- Respect, honesty and integrity
- Take initiative, self-motivated
- Flexibility and Punctuality
- Must provide a current Criminal Record Check and tuberculosis skin test

WORKING CONDITIONS

Physical Demands

The Outreach Worker may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The Outreach Worker could find the environment busy and manage all types of stressful calls. They may have to travel to community in all types of weather conditions. They will have to manage a number of people and projects at one time.

Sensory Demands

They may spend long hours with use of computer and may experience eye strain and occasional headaches.

Mental Demands

They could often work long hours in the event of an emergency/crisis. They may experience mental strain, trauma and stress.

CERTIFICATION

_____ Employee Signature _____ Printed Name Date I certify that I have read and understand the responsibilities assigned to this position.	_____ Supervisor's Title _____ Supervisor's Signature Date 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.