



POSITION TITLE: Client Services Outreach Worker
REPORTS TO: Matrix Reporting - Executive Director and the Client Services Coordinator

JOB SUMMARY:

The Client Services Outreach Worker (CSW) works in accordance with the mission, vision and values of Saanich Volunteer Services Society (SVSS). The Client Services Outreach Worker works in collaboration with the Client Services Coordinator (CSC) for the betterment of the Saanich Volunteer Services Client Program. The CSW is responsible for client guidance and support by completing and documenting follow-up visits, sharing information, making referrals and connecting with other community based services and programs. The CSW promotes the SVSS Client Service Program by doing community presentations and attending community and other agency events. The Client Services Outreach Worker works closely with other SVSS team members in the successful delivery of programs and services to promote independent living and enhance quality of life for Saanich residents.

RESPONSIBILITIES:

1. Establishes one on one relationship with existing clients by regular scheduled follow-up phone visits, providing on-going support such as connecting with community resources and programs and assisting client with form completion as required,
2. Completes client home visits as required,
3. Coordinates client services and arranges supported transportation where necessary,
4. Collaborates with other agencies, services and health care providers,
5. Promotes SVSS client service program by networking with community partners, making formal presentations, and attending community and other agency or service provider events,
6. Distributes informational material describing SVSS program services for residents within the community,
7. Maintains client records, enters client information into client database keeping database up-to-date,
8. Maintains and provides client statistics and information in support of grant applications and reports as required,
9. Assists in the development and review of policies and procedures that guide the client program within the mandate of SVSS and Better at Home (BAH),
10. Collaborates with CSC and other coordinators to support and establish client needs to secure appropriate volunteer service delivery,
11. Assists in the development of, and may deliver, educational presentations to SVSS staff and volunteers,
12. Provides monthly record of expenses including record of mileage driven for expense remuneration,
13. Complies with the SVSS health and safety management program and all applicable safety standards, regulations, directives and procedures,

14. Attends meetings when required,
15. Performs other related duties as assigned and as reflective of individual strengths.

QUALIFICATIONS:

EDUCATION

- Graduation from high school or possession of a high school equivalent diploma and three (3) years recent work experience in health, social or community services required.
- Successful completion of a college or university program in social work or other social science or health-related discipline preferred.
- Current First Aid Certificate (to be renewed upon expiry)
- Valid BC Driver's License and access to a reliable vehicle which is to be operated and maintained throughout employment
- Clear Police and Solicitor General Criminal Records Checks

KNOWLEDGE, SKILLS AND ABILITIES

- Minimum of three (3) years recent work experience in community based social service setting, ideally with a non-profit organization
- Familiarity with resources within the community and methods of access especially those that pertain to an aging population
- Proficiency in Microsoft Office Application and Database Management
- Excellent interpersonal skills, particularly related to reflective listening, effectively communicating, and approaching others with empathy
- Demonstrates patience and appreciation for working with individuals with complex needs, especially the elderly
- Ability to problem solve and make informed decisions
- Ability to create and make public presentations
- Ability to initiate improvement, follow policy and to work with a minimum of supervision
- Ability to manage time, workload and conflicting priorities effectively and efficiently
- Sensitive to the requirements of an adult learning environment
- Ability to maintain confidentiality
- Active knowledge of social media tools and techniques

TERMS SPECIFIC TO THE OUTREACH WORKER POSITION:

1. Use of personal vehicle and the ability to make home visits are a requirement of the position.

STAFF MEMBER ACKNOWLEDGEMENT:

I have read and agree to this position description. I understand the requirements of this position and will make every effort to fulfill the duties and succeed in this role.

Staff Member *(Please Print)*

Date

Staff Signature *(Please Sign)*

For Office Use

Completed by:	Effective Date:
Approved by:	Review Date: