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## JOB DESCRIPTION

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**JOB TITLE:** Shelter Outreach Staff (Excluded, Non Union)

**JOB SUMMARY:** The Canadian Mental Health Association provides mental health education and mental illness recovery-focused programs and services for people of all ages and their families. We work collaboratively to develop realistic community awareness of homelessness and provide housing opportunities for clients. The primary function of the **Shelter Outreach Staff** is to see that guests and their companion are safely transported to appointments, meetings and community services, and Shelter spaces within the community. The **Shelter Outreach Staff** plans, coordinates, and executes routes as well as incorporates individual transportation needs as required. Under the direction of the Manager, the Outreach Staff will serve as an integral part of the Outreach Team and provide regular back-up as assigned.

**REPORTS TO:** Executive Director or Designate.

**REQUIRED EDUCATION, TRAINING AND EXPERIENCE:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Six months to one year related experience and/or training; or equivalent combination of education and experience in Human/Social Service
- WHIMIS
- Criminal Record Check
- CPR/First Aid
- Valid Driver's License
- Business Insurance Required

**SPECIAL REQUIREMENTS:** *Due to licensing/insurance requirements or accreditation standards, some positions may require additional information to determine ability to satisfactorily perform the job tasks.*

**Must Demonstrate the following knowledge, skills and abilities:**

- Effectively work in both a team environment and independently;
- Good, demonstrable computer skills including emails and intermediate computer usage;
- Sensitivity towards individuals with disability, mental illness and substance abuse;
- Excellent interpersonal skills;
- Good verbal and written communication skills;
- Effective critical thinking skills;
- Be able to move quickly during times of crisis.



**RESPONSIBILITIES & KEY DUTIES:**

- Serve as the primary staff for the Outreach Teams, executing a regular service route as well as handling special requests and/or individualized transportation needs.
- Engage business owners requesting support with any homeless guests and/or clients who are interfering with business operations; encourage guests and/or clients to move to shelter.
- Provide support to Manager and outreach teams.
- Respond to shelter needs as requested.
- Participate in street walks, to engage and divert clients into shelter
- Load and unload supplies; deliver meals to off-site locations if needed.
- Ensure timely conveyance of guests, staff and/or materials to and from places as instructed by the Manager.
- Report any instance of accident, injury or damage to a guest, client, staff person or vehicle as soon as possible.
- Plan out and establish routes and schedules for guests to access necessary support services.
- Coordinate special needs and request from guests who are not part of the regular transportation route(s).
- Actively participate in weekly and bi-weekly meetings with funders, City officials and other committees
- Ensure that vehicles are kept clean and safe at all times by washing and/or sanitizing both the inside and outside parts of the vehicle when needed.
- Obtain and submit all records and receipts for gas and/or vehicle maintenance.
- Report any instance of mishap or accident; submit written documentation when issues escalate to the level requiring an official “incident report.”
- Follow all public health guidelines related to safety and sanitation
- Other duties as assigned.

**WORK ENVIRONMENT, ATTENDANCE, TRAVEL and PHYSICAL DEMAND** *The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

- This position requires speaking to clients about resources and shelter, resolving and deescalating issues that may arise at program, transporting clients, working with people disabilities, mental health and substance use disorder, walking, sitting, reaching with hands and arms. Some aspect of work involves computer usage, sitting for long or short periods of time, and general administrative duties.
- Work is primarily done in an office style environment.
- Other duties as assigned by Executive Director or Designate.

By signing below, I agree that I have read and understand the Shelter Outreach staff Job description.

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Employee name

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Date

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Employee signature