



Metis Family Services

**#312 – 7485 130 Street
Surrey, BC V3W 1H8**

Telephone: (604) 584-6621

Fax: (604) 582-4820

Job Title:	Metis Outreach Support Worker		
Department	Family Services		
Classification	JJEP Wage Grid level 12		
Reports to:	Family Strengthening Team Leader		
Date Prepared:	August 9, 2023	Closing Date:	Until Vacancy Filled

Job Summary:

The Metis Outreach Support Worker collaborates with social workers to ensure the safety and well-being of Métis and Indigenous clients and their families. The Outreach Support Worker assesses clients' needs and provides clients with crisis intervention, advocacy, mentoring, and life skills support on a one-to-one basis. Develops, implements, and evaluates support plans; participates in the development of client service plans with the care team and other professionals.

Reports To: Family Strengthening Team Leader

Key Duties and Responsibilities:

- Meets with clients one to one in their home and/or in the community to gather information and to assess clients' strengths and needs. Develops and implements intervention plans within program guidelines and makes referrals to other programs or agencies as required and determined under client's strengths and needs.
- Assists case management team in identifying potential challenges for clients. Provides input to service providers and other professionals about the development of client program plans.
- Monitors clients' progress and well-being and assists case management team in evaluating the effectiveness of plans and support in place. Provides suggestions for the modification of clients' program plans.
- Recognizes potential crisis situations, analyzes such situations accurately, develops strategies to deal with such situations, and informs the supervisor when such incidents arise.
- Provides emotional support and feedback to clients and their families where concerned. Assists clients in attending appointments and arranges transportation for clients when necessary.
- Provides life skills and mentoring support to clients to develop independence skills and to address issues related to family functioning in an individual or group setting.
- Supports clients to access physical, recreational, social, cultural, and educational activities. Provides clients with a positive role model. Liaises with services providers on behalf of clients.
- Maintains necessary client and program reports and statistics. Ensures that all required documentation is accurate and complete as per agency and program requirements.



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- Assists clients in connecting with identified community supports including social assistance and community support programs (i.e., assistance to adult programs and income assistance program).
- Liaises with other agencies, professionals, government officials and the community to build partnerships to meet client's needs.
- Provides group sessions to support participants to work on meaningful activities and projects that enhance family, cultural and social connections and promote positive/healthy living.
- Organizes and facilitates weekly drop-in sessions/activities that teach and share information to support client's life skills needs and independence goals, such as budgeting, opening bank accounts, rental agreements, post-secondary education resources, medical and social services resources etc.
- Performs other related duties as required.

Qualifications, Education and Experience:

- Bachelor's Degree or higher in Social Work or Bachelor's Degree in an identified Human Services Field (Psychology, Sociology, Criminology, Anthropology, Early Childhood Education, Indigenous Studies, Education, or Nursing).
- At least 6 months of previous work in a similar environment is required. Previous direct program delivery experience in the community social services sector with a demonstrated working knowledge of a specific community-based program and related provincial and community support is preferred.

Job Skills and abilities:

- Good knowledge of Metis and Indigenous issues
- Excellent oral, written, facilitation and interpersonal communication skills.
- Demonstrated teamwork skills.
- Demonstrated ability to teach skills and work effectively with others
- Excellent time management and organizational skills
- Ability to work effectively with program staff, volunteers, non-profit or publicly funded groups / agencies, MCFD and other organizations.

Additional Information:

- This position involves working in a stressful environment often dealing with clientele in crisis situations. The ability to function independently and frequently under pressure while managing multiple concurrent programs, including managing emergency situations is an ongoing expectation of this position. Direct delivery of program activities may require a moderate level of physical fitness i.e., walking, standing, bending, lifting to effectively carry out the duties of the position.
- May be required to work outside core business hours (evenings/weekends).



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- Opportunity to work with families facing challenges which may occasionally involve exposure to unpleasant dealings with angry, abusive, or abused clients; exposure to hazards from frequently working around volatile parents and/or children in crisis.
- Carrying out special projects as required by Team Leader, Director of Programs and Practice and/or the Executive Director.
- Travel is a requirement, must be willing to travel regularly.

CORE COMPETENCIES:

Indigenous Relations Behavioural Competencies:

- **Cultural Agility** is the ability to work respectfully, knowledgeably, and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and notice their commonalities, and distinctions with Indigenous cultures, and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective. Effectively to other people from diverse backgrounds with diverse views.

Behavioural Competencies

- **Results Driven** concern for surpassing a standard of excellence. The standard maybe one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement).
- **Teamwork and Co-operation** is the ability to work co-operatively with diverse teams, work groups, and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Seeking and Using Feedback** involves recognizing that improving performance and authenticity can occur through a reciprocal relationship. This requires an acknowledgement that here is an opportunity for mutual learning and development and levels the field in what is brought to supervision. Reciprocal learning can require active listening and modeling personal change in order to foster trust.
- **Reflective Practice** is the ability to critically assess how one's values, beliefs, ethics and culture influence decisions and relationships. An ability to demonstrate exemplary behaviour and curiosity regarding the perspectives of others, results in appropriate boundaries and



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insightful practice.

- **Responsive Learning** is facilitated through multiple approaches to encourage a deepening and expanding of skill sets with a view to continuing to build expertise that result in improved individual and organization outcomes.
- **Information Seeking** implies going beyond the questions that are routine or required in the job. It may include “digging” or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental “scanning” for potential opportunities or miscellaneous information that may be of future use.
- **Planning, Organizing and Co-ordinating** involves proactively planning, establishing priorities, and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Decisive Insight** combines the ability to draw on one’s own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related.
- **Conflict management** (Reduces and Resolves Conflict in a Proactive Manner) involves working to resolve conflict when the conflict directly impacts on achievement of work objectives. Anticipates and acts to mitigate/reduce potential conflict management and to reduce and resolve conflict at the outset, by encouraging continued. Open, two-way communications.
- **Handling crisis** involves effectively managing risks and crises and handling public relations.

Other Requirements:

- Required to use own vehicle. Valid Class 5 Driver’s License, Driver’s Abstract, and a reliable and safe vehicle.
- Subject to a positive reference check.
- Successful completion of security screening requirements of Métis Family Services, which includes a criminal records check, and/or Criminal Records Review Act (CRRRA) check, police record checks, enhanced security screening and degree verification. Satisfactory proof of legal authorization to work in Canada.

Rate of pay: JJEP Wage Grid, Grid level 12: \$28.32 to \$32.51

Start date: As soon as possible.

Please clearly state the position you are applying for and forward your **resume & cover letter** by email to: HR@metisfamilyservices.ca

This position requires union membership.



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Metis Family Services thanks all applicants for their interest in this career opportunity; however, only those considered for the position will be contacted. No telephone inquiries please.