



## **SOCIAL SERVICES OUTREACH WORKER FULL-TIME, TEMPORARY**

The Brantford Public Library enhances the quality of life in our diverse community. We invest in valuable experiences, resources, and services, in a welcoming and equitable environment for all.

We serve a diverse range of community members, ranging from children, adults, seniors, newcomers, and vulnerable populations. We are seeking an empathetic and highly motivated individual to fill the role of Social Services Outreach Worker. This position provides community-related services and programming to engage and support community members of all socio-economic backgrounds, particularly those that are at risk or marginalized.

The position supports both staff and customers, identifying recommended approaches and resources for a broad range of clients, and facilitating links to community information and services. The successful incumbent will be skilled at relationship-building and working collaboratively with community partners, with knowledge of and experience with agencies and services relating to mental health, addictions, and homelessness.

This position is available immediately, with an approximate duration of 12 months. These dates are subject to change.

**Reports to:** Manager - Public Services

**Salary Range:** \$30.590 - \$33.956 hourly

**Classification:** Full Time, Temporary (Contract)

**Hours of Work:** Maximum of 35 hours per week, including evenings and Saturdays.  
Sundays are scheduled as outlined in the Collective Agreement.

### **Qualifications:**

- At minimum, completion of two (2)-year post-secondary college program in relevant field, such as: social service work, community worker, addictions and mental health
- Minimum two (2) years' relevant experience working with at risk and/ or marginalized communities, including complex social issues such as poverty, mental illness, addiction, housing issues/ homelessness, illiteracy, health issues, and concurrent disorders.
- Familiarity with municipal policies and procedures, as well as local community agencies and service providers, is considered an asset
- Working knowledge of pertinent provincial and federal legislation and guidelines related to mental health, income support programs, employment and training such as Housing Services Act, the Residential Tenancies Act, Child Welfare Act, social assistance

legislation (Ontario Works and ODSP), Municipal Freedom of Information and Protection of Privacy Act

- Ability to travel to other locations in the community, as needed

**Responsibilities:**

- Provides support services for library customers from all socio-economic backgrounds and in particular those who are underserved and/or marginalized, living with complex needs such as mental illness, addiction, and/or experiencing homelessness
- Develops, delivers and evaluates programs and services relating to at risk individuals and groups
- Partners with relevant local agencies and organizations in the community to deliver programs and outreach
- Refers individuals to other service providers in the community as necessary
- Assesses risks and manages crises and acts to mitigate circumstances
- Delivers non-violent crisis intervention
- Collaborates with library staff to ensure the effective and efficient delivery and training related to designated services
- Promotes BPL programs throughout the community
- Seeks out resources and partnerships that will benefit underserved and/ or marginalized library customers
- Liaises with community partners to ensure that library and community programs complement one another
- Participates in short and long-term customer service plans to implement the Library's strategic objectives
- Seeks out professional reading and community knowledge, including demographics, in order to enhance designated services
- Develops and nurtures relationships and partnerships within the community, to enrich and promote library services and to enhance the Library's role
- Identifies training needs and delivers designated training and orientation modules
- Other duties consistent with job responsibilities

Satisfactory Police Check Vulnerable Sector required as a condition of employment.

**Application Instructions:**

Please apply with your cover letter and resume, as one PDF file, by email to [hr@brantfordlibrary.ca](mailto:hr@brantfordlibrary.ca) no later than Thursday October 5, 2023 at 5:00pm. While we sincerely appreciate the interest of all applicants, only those selected for an interview will be contacted.

*Brantford Public Library is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.*