



## **MUNICIPALITY OF JASPER JOB DESCRIPTION MANUAL**

### **Title: General Outreach Worker**

Classification: CUPE 1458 – Pay Level 20	Supervisor: Outreach Services Manager
Department: Community Development	Work hours: 7.5 hours/day, 37.5 hours/week
Status: Permanent Full Time	

### **SUMMARY DESCRIPTION**

To be a resource and act as an advocate for individuals and families in the community. An Outreach Worker acts as a generalist by providing information, making referrals and providing support for individuals and families to achieve their optimal wellbeing. All work will be done in accordance with the Community Outreach Services philosophies, policies and procedures.

### **POSITION-SPECIFIC DUTIES**

Using a strength-based approach enhance client resiliency and capacity by;

- Respond to a variety of needs in a non-judgemental way through solution focused conversations;
- Connect individuals and families to agencies and supports using referral with engagement;
- Provide advocacy through complex government systems;
- Assist with problem solving and goal setting for individuals and families;
- Assist with identifying and building supportive networks;
- Provide access to relevant and appropriate resource materials;
- Provide assertive outreach support;
- Enhance the dignity and value of marginalized individuals;
- Develop and deliver programs to engage the public and in response to expressed needs;
- Identify community gaps and trends at Community Conversation meetings and collaborate with other participants to develop programs and strategies to address them;
- To become familiar with and carry out duties and responsibilities in accordance with the Health & Safety Manual along with Occupational Health & Safety regulations;
- Become familiar with and carry out duties and responsibilities in accordance with the Community Outreach Services Policies and Procedures;
- Complete statistical reports and funder reports as required.

## **GENERAL MUNICIPAL DUTIES**

- Represent the department in a professional manner with internal and external contacts, act as an ambassador for the Municipality of Jasper, Council and staff;
- Work collaboratively with other municipal department staff;
- Review, understand, and follow municipal policies and procedures;
- Perform all duties in line with the Municipal Health and Safety program, and understanding of current Alberta Occupational Health and Safety Act, Regulations and Code.
- Document and report all incidents or near-miss situations in accordance with policy.

## **COMPETENCIES AND BEHAVIOURS**

- Respectful of different lifestyles and family structures;
- Non-judgemental;
- Supportive;
- Show leadership in the community;
- Self motivated with ability to work without direct supervision;
- Demonstrates reliability and dependability;
- Ability to maintain a positive attitude and be flexible in a team environment;
- Confident, personable and approachable nature;
- Committed to the Municipality of Jasper's Core Values – Professionalism, Empathy, Accountability, Respect, Communication and Teamwork.

## **DESIRED KNOWLEDGE, EDUCATION, AND EXPERIENCE**

- **Education:** Degree, diploma or Certificate in human services field or an equivalent combination of education and experience satisfactory to the Outreach Manager;
- Excellent communication and interpersonal skills;
- Program planning skills;
- Report writing skills;
- Conflict resolution skills;
- Ability to work within a team framework;
- Community development experience;
- Problem Solving;
- Confidential;
- Demonstrated experience using Microsoft Office applications.

Approved: \_\_\_\_\_



Bill Given  
Chief Administrative Officer  
Municipality of Jasper

Date: 2023-07-11