



## JOB DESCRIPTION

### REPORTS & RESPONSIBLE TO:

The DCSP Mobile Assist and Connection Team Member (MAC247) reports directly to Manager of Community Outreach.

### POSITION SUMMARY:

The Mobile Assist and Connection Team Member (MAC247) will be an integral role for the Downtown Community Safety Partnership (DCSP), primarily focused on providing presence and outreach services to the downtown community. This role provides a welcoming and friendly presence to everyone downtown while performing social needs assessments, comprehensive outreach, provides advanced medical aid as required and improving the overall health, safety and wellbeing of the downtown Winnipeg community. Outreach includes real time, street level point of contact connecting of at risk individuals to other agencies and resources as assessed or to Community Outreach Advocacy Resource (COAR), as well as providing non-emergency, proactive support focused on the individual before they enter health or social crisis. As part of a unified support team, the MAC247 Member will deliver service with a focus on educating the community on health, safety, and well-being, as well as providing appropriate information as requested or needed. This position will work inclusively within a startup team environment and will have an opportunity for career advancement in the outreach and medical and public service fields.

The successful candidate will act in accordance with the Core Guiding and Service Principles of the Downtown Community Safety Partnership and will be a passionate and driven individual, valuing diversity.

### KEY RESPONSIBILITIES:

#### Outreach Program

- Providing a welcoming and friendly service to all those visiting, working, playing, learning and living in downtown Winnipeg
- Build professional working relationships with at risk vulnerable individuals at a grass roots, street level
- Foster and maintain excellent relationships with other professionals in order to coordinate a range of services for client needs
- Provide immediate response to distress or crisis situations
- Provide ongoing support for clients to attain and maintain housing
- Provide information and referrals to appropriate agencies
- Work closely with Outreach Coordinators in their case management of participants
- Complete intake assessments, develop action plans, and provide home visits with clients
- Perform outreach duties covering certain areas of the downtown business improvement zone, assessing for potential clients in need of services
- Coach and mentor new team members
- Maintain files, case notes, and daily statistics
- Be able to work shift work consisting of 10 hour days with a schedule of five days on, four days off. This will be rotating days, evenings, and overnight shifts.

#### Community Connections

- Liaise with other Downtown Winnipeg BIZ programs, community agencies and businesses to fulfill program needs
- Provide outreach support in the Downtown Winnipeg Business Improvement Zone via foot patrol and van patrol (accompanied)
- Complete participant intakes in both community and drop in settings
- Provide information about MAC247 program and other community services to at risk vulnerable individuals



# Downtown Community Safety Partnership

- Assist in conducting Voluntary Transports to individuals to appointments/shelters
- Support Outreach Coordinators by researching housing leads and other resources within the community
- Visit social services agencies, building relationships and creating more efficient processes for participants
- Collect and report statistics

## **QUALIFICATIONS:**

- Minimum one-year related experience working with vulnerable populations in a community or outreach-oriented capacity
- Post-secondary education in a related field, or an equivalent combination of education and experience (professional and/or volunteer) working with vulnerable populations in a community or outreach-oriented capacity is considered an asset
- Demonstrated experience with independent decision-making and complex problem solving
- Strong communication and interpersonal skills
- Excellent organizational, teamwork, and networking skills
- Experience with support for the client-centered approach in program development is an asset
- Knowledge of social services organizations and community support resources is an asset
- Valid First Aid Level C CPR, Mental Health First Aid (MHFA), Non-Violent Crisis Intervention (NVC) and Applied suicide Intervention Skills Training (ASIST) is an asset
- Previous training in advanced first aid and/or advanced medical training is an asset
- Physical ability to be on foot and carry out the duties of the position which includes standing for long periods of time and walking several kilometers daily in all weather conditions
- This role is subject to a Criminal Record Check, including Vulnerable Sector Search, and an Adult and Child Abuse Registry Check, to be produced prior to commencing employment
- Available to work days, evenings, and weekends