



## Community Homeless Assistance Team Volunteer Program

**Title:** Community Homeless Assistance Team (C.H.A.T.) Volunteer Outreach Worker

**Position Summary:** Reporting to the Outreach Coordinator, C.H.A.T. Volunteer Outreach Workers are expected to perform preventative intervention service support to individuals experiencing chronic or episodic homelessness through trust and relationship building based on a client- centered, strengths based approach in order to facilitate appropriate referrals that lead to the obtainment of housing permanency.

The CHAT team seeks to establish and foster positive and trusting relationships in a non-judgmental with individuals at a grass root (street) level recognizing that every person's needs and experiences are unique. This is also performed through a harm reduction approach/model. The C.H.A.T. program prides itself on being flexible; there is no formal referral or assessment of need for an individual to participate in the C.H.A.T. program. C.H.A.T. provides accommodating intervention and service delivery towards structuring a rehabilitative recovery model based on the individual's needs.

C.H.A.T. is an innovative and effective response to providing service intervention and prevention to those who have fallen through the cracks of mainstream service provision and wrap around to facilitate an individual's integration/re-integration into mainstream society and is able to maintain /sustain a healthy lifestyle.

**Work Location:** Main Office, 426 Portage Avenue. Foot patrol duties include all areas of the Downtown Business Improvement Zone.

### **SPECIFIC DUTIES & RESPONSIBILITIES:**

- Follow directions as outlined by the CHAT Outreach Coordinator
- Treat all participants with dignity and respect, demonstrating empathy and genuine care. Act in a professional, non-judgmental, discreet and caring manner with all participants and serve as a role model.
- Provide immediate response to distress or crisis situations.
- Provide individual appropriate support services (as required), to participants who present a unique and often different set of behaviors and challenges.
- Ability to assess when a client is in a potentially dangerous situation.
- Provide information and referrals to appropriate agencies.

- Liaise with community agencies and businesses to fulfill program needs.
- Foster and maintain excellent relationships with other professionals involving client's needs.
- Maintain positive working relationships with Downtown Winnipeg BIZ and C.H.A.T. team members as well as other businesses and agencies as required.

#### **QUALIFICATIONS:**

- High school diploma required; post-secondary education either currently enrolled and or completed, considered an asset
- Clear, current criminal and vulnerable person record check
- Experience volunteering and or working with vulnerable individuals
- A desire to work with the socially disadvantaged and the less fortunate
- An ability to respect all clients and treat them with respect and dignity
- Be approachable and possess strong interpersonal skills
- Knowledge of community developments
- Understanding of issues related to mental health needs
- Possess excellent communication skills
- Motivated, flexible, respectful, friendly, and works well in a team environment
- Physically fit and able to perform the duties as required
- Strong computer skills: Excel, Word, Outlook, Internet etc

#### **COMMITMENT EXPECTATIONS:**

- 4 hours per week
- 16 week commitment (minimum)
- Available Shifts:
  - i. 8:00 – 12:00 (Monday - Friday)
  - ii. 10:00 – 14:00 (Monday - Friday)
  - iii. 12:00 – 16:00 (Monday - Friday)
  - iv. 14:00 – 18:00 (Monday - Friday)
  - v. Potential for evenings and weekends in the future

#### **BENEFITS TO VOLUNTEER:**

- Practical work experience that will assist in future professional endeavours in the field of social services
- Opportunity to receive additional training
- Regular feedback and assessments
- Reference Letter (based on performance)