

## Sutton Volunteer Centre

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### CLASSE 5

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**POSITION TITLE:** Community Outreach Worker for Seniors

**IMMEDIATE SUPERVISOR:** Director

#### **POSITION SUMMARY:**

Under the authority of the Director, the Community Outreach Worker:

- Identifies seniors in Sutton and Abercorn who are vulnerable or at risk of becoming fragile.
- Plans and carries out various awareness-raising and educational activities in the community.

#### **MAIN RESPONSIBILITIES :**

- Responsible for interventions and follow-up with people reached.
- Responsible for social involvement in the community.

#### **TASKS :**

##### **1. RESPONSIBLE FOR INTERVENTIONS AND FOLLOW-UP WITH PEOPLE REACHED**

- Provide a listening and referral service in the community, by telephone, e-mail and social networks.
- Canvass French- and English-speaking clients, particularly those who are vulnerable or isolated.
- Enable seniors in vulnerable or at-risk situations to connect with caregivers in the public places they frequent.
- Promote their connection or reconnection with relevant community resources.
- Refer the request if it does not correspond to the organization's mandate.
- Defuse a crisis situation, if necessary.
- Accompany seniors in their search for solutions to problems encountered.
- Hold individual and group meetings, as needed.
- Develop follow-up plans and ensure objectives are met.
- Participate in setting up new activities and services.
- Participate in the development of new intervention tools.
- Participate in relevant training.

## **2. RESPONSIBLE FOR SOCIAL IMPLICATIONS IN THE WORKPLACE (As needed and in collaboration with Management)**

- Participate in organizing and carrying out promotional, awareness and educational activities in the community.
- Collaborate and develop partnerships with local stakeholders to promote united action.
- Develop partnerships with local organizations, resources and institutions.
- Be on the lookout for community resources, in order to leverage existing services.

## **3. ADMINISTRATIVE FOLLOW-UP AND TEAM LIFE**

- Participate in committees and attend relevant meetings to the position.
- Keep statistics, write reports and prepare files:
  - Design monitoring tools and record relevant information.
  - Maintain statistical data and prepare monthly accountability and activity reports for management and to meet donor requirements.
  - Ensure that computerized files are securely filed and backed up.
  - Answer the telephone, keep a record of calls and forward messages to the appropriate people.
- Provide support for fundraising and solicitation campaigns, as needed.
- Carry out communications related to the position's mandate (social networks, newsletter, etc.).
- Participate in the implementation of the CAB Sutton action plan in collaboration with Management.
- Participate in team meetings.
- Collaborate with others on collective tasks.
- Any other related tasks as requested by Management.

## **QUALIFICATIONS REQUIRED:**

- **Education:**
  - DEC in social work, special education or any other combination of relevant training and experience.
- **Experience:**
  - One to two years in helping relationships or other relevant experience.
  - Crisis intervention would be an asset.
  - Working with seniors.
- **Knowledge of:**
  - The community movement and how it operates.
  - The community and the issues faced by the people we work with.
  - Fluency in spoken and written French and English
  - Proficiency in office automation tools (Office suite) and knowledge of the Internet (social networks, Google tools).
- **Personal qualities:**
  - Versatility and flexibility.
  - Autonomy and responsibility.
  - Strong sense of planning and organization.

- Ability to analyze and synthesize.
- Keen interest in working with seniors.
- Open-mindedness, ability to listen and caring attitude.
- Discretion and respect for confidentiality.
- Ability to work as part of a team.