



## Sutton Volunteer Centre

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

**IMMEDIATE SUPERVISOR :** Directrice

### **ORGANIZATION'S MISSION:**

Rooted in the communities of Sutton and Abercorn, the Sutton Volunteer Centre (CAB Sutton) is an autonomous community organization that relies primarily on the engagement of volunteers. It serves individuals experiencing vulnerability, including families and seniors, by offering support and referrals in the areas of food security, aging, social isolation, and education.

### **POSITION SUMMARY:**

Reporting to the Executive Director, the **Seniors Community Outreach Worker**'s primary mandate is to reach, identify, and support isolated people aged 65 and over who are living in situations of vulnerability or at risk of increased frailty, and who make little or no use of public or community-based services.

Through an active presence in the community and a humane, caring, and community-based approach, the Outreach Worker builds trusting relationships with seniors who are otherwise difficult to reach. The role involves providing short-term individual support to help identify solutions to challenges encountered, facilitate connection or reconnection to relevant community resources, and promote autonomy, well-being, and social participation.

The Outreach Worker also contributes to administrative follow-ups, accountability and reporting requirements, and team life, in alignment with the mission and action plan of CAB Sutton and the objectives of the ITMAV program.

### **TASKS AND RESPONSABILITIES:**

#### **1. Outreach and community-based work with seniors**

- Maintain an active presence in the community to identify isolated seniors who are living in situations of vulnerability or at risk of frailty, particularly those who make little or no use of existing services.
- Establish contact with seniors who are difficult to reach through a proximity-based approach that fosters the development of trusting relationships.
- Identify needs, issues, and vulnerability factors while respecting the realities, pace, and capacities of the individuals supported.

#### **2. Individual intervention and short-term support**

- Provide individual support and intervention to identified seniors, within a short-term support framework (less than three months).
- Support seniors in identifying and addressing challenges such as social isolation, difficulty accessing services, or loss of autonomy.
- Develop targeted and realistic follow-up plans in collaboration with the individuals supported, and ensure their implementation.
- Promote autonomy, empowerment, and active participation of seniors within their community.
- Refer seniors to appropriate services, resources, or activities in collaboration with community partners.
- Provide limited follow-up to support transitions toward identified resources, while respecting the scope of the mandate and the complementarity of existing services.

### **3. Community collaboration and partnerships**

- Develop and maintain collaborative relationships with community organizations, institutions, and professionals working with seniors in the territory.
- Foster coordination and service complementarity to ensure relevant and smooth referrals.
- Stay informed of available community resources and maintain up-to-date knowledge of local services.
- Participate, as needed, in outreach, awareness-raising, or educational activities related to community outreach and active aging.

### **4. Administrative follow-up, accountability, and team participation**

- Design and use follow-up tools and record relevant information related to interventions provided.
- Maintain statistical data required by the ITMAV program and the organization.
- Contribute to accountability processes and the preparation of activity reports for management and financial partners.
- Participate in team meetings, committees, and other meetings relevant to the position.
- Collaborate in the implementation of CAB Sutton's action plan as it relates to the mandate.
- Perform any other related duties as requested by management.

## **DESIRED PROFILE :**

### **Education**

- Diploma of College Studies (DCS/DEC) in Social Work, Special Care Counselling, or any other relevant combination of education and experience.

### **Experience**

- One to two years of experience in helping relationships or other relevant experience.
- Experience working with seniors.
- Experience in crisis intervention (an asset).

### **Knowledge and skills**

- Good knowledge of the community sector and its operations.
- Knowledge of the community and the issues experienced by the populations served by the organization.

- Excellent command of French and English, both spoken and written.
- Proficiency in office software (Microsoft Office suite) and digital tools (Internet, social media, Google tools).

#### **Personal qualities**

- Versatility and flexibility.
- Autonomy and strong sense of responsibility.
- Strong planning and organizational skills.
- Analytical and synthesis abilities.
- Strong interest in working with seniors.
- Openness, empathy, and a caring attitude.
- Discretion and strict respect for confidentiality.
- Ability to work effectively as part of a team and in collaboration with diverse partners.

## **WORKING CONDITIONS:**

#### **Employment Type and Work Schedule:**

- Regular full-time position, 35 hours per week
- Daytime schedule with flexibility; some evening, weekend, or additional hours may be required to participate in activities or represent the organization
- Travel required, mainly within the Brome-Missisquoi area.
- Occasional telework possible; however, regular in-office presence is required.

#### **Compensation:**

- Salary according to the current salary policy and the experience of the selected candidate.

#### **Benefits:**

- Paid lunch hour.
- Fourteen paid holidays (eight statutory holidays + six additional holidays).
- Four weeks of paid vacation starting in the first year.
- Ten paid personal leave days per year.
- Reimbursement account for paramedical, mental health, and wellness services.
- Ergonomic office equipment provided.
- Warm, human, and stimulating work environment at the heart of the Sutton community.