



1695 Columbia Ave.
Castlegar, BC V1N 1J1
Ph: 250-365-2104 | Fax: 250-365-2154
Email: info@castlegarcommunityservices.ca

JOB POSTING

Street Outreach Worker – Casual

Castlegar Community Services Society (CCSS) is seeking a compassionate, resourceful, and community-minded individual to join our team as a **Casual Street Outreach Worker** within our Homelessness Initiatives Program.

Our Street Outreach Program provides practical, relationship-based support to people experiencing homelessness or housing instability in Castlegar and the surrounding area. Outreach workers meet people where they are—providing food and essential supplies, harm reduction resources, referrals, crisis support, assistance navigating community services, and connections to housing and other supports.

We believe effective outreach begins with relationships. Our approach is grounded in dignity, respect, harm reduction, and meeting people where they are. We recognize that each person's circumstances, strengths, needs, and goals are different, and we work alongside individuals to identify the supports that are meaningful to them.

Street Outreach also plays an important role in the broader community. Our workers build relationships with local businesses, emergency services, community organizations, health services, and other service providers to respond collaboratively to homelessness and community concerns.

The successful candidate will be comfortable working independently in the community, building relationships with people from diverse backgrounds, responding calmly to challenging situations, and balancing immediate needs with opportunities for longer-term support.

If you believe in practical, compassionate support and enjoy work where no two shifts are quite the same, we'd love to hear from you.

Position Details

1. **Position:** Street Outreach Worker – Casual
2. **Program:** Homelessness Initiatives Program
3. **Classification/Benchmark:** Adult, Child and/or Youth Worker
4. **Standard Wage Grid:** Grid 11, Step 1 – \$29.22 per hour
5. **Employment Status:** Casual
6. **Hours:** Typically at least one 5–6 hour shift per week, with the possibility of additional shifts based on program needs
7. **Typical Shift:** Afternoon/evening, generally beginning around 2:00–3:00 p.m. and ending around 8:00–9:00 p.m.
8. **Start Date:** As soon as possible

As a casual position, hours may vary depending on program needs and available coverage.

Key Responsibilities

- Provide street outreach services to individuals experiencing homelessness or housing instability, including assessing immediate needs and identifying barriers contributing to ongoing housing instability.
- Build respectful, supportive relationships with individuals using approaches such as active listening, conflict resolution, problem-solving, and practical assistance.
- Provide essential resources, which may include food, harm reduction supplies, tents, blankets, and gas or food cards when available.
- Connect individuals with housing, health care, mental health and substance use services, income supports, treatment programs, and other appropriate community resources.
- Work with individuals who wish to make longer-term changes to identify goals, develop case plans, coordinate referrals, and provide ongoing follow-up.
- Provide follow-up support to individuals who have secured housing to help reduce the risk of housing breakdown.
- Provide crisis intervention when required, including contacting emergency personnel and administering Naloxone when appropriate.
- Respond professionally and collaboratively to concerns raised by local businesses and community members.
- Work collaboratively with community service providers, emergency personnel, health services, non-profit organizations, and other community partners.
- Maintain accurate client files, intervention records, statistics, incident reports, and other required program documentation.
- Track client contacts, services provided, referrals, outcomes, and other required program data.
- Communicate regularly with the Homelessness Initiatives Program Manager and other Street Outreach Workers regarding client needs, emerging concerns, and program operations.
- Operate the CCSS outreach van safely and responsibly and report vehicle maintenance or operational concerns to the Program Manager.
- Perform other related duties as required.

Qualifications

- Diploma in a related human or social service field plus **one year of recent related experience**, or an equivalent combination of education, training, and experience.
- Experience working with people experiencing homelessness, housing instability, substance use, mental health challenges, or other barriers is considered an asset.
- Experience providing community-based outreach, case management, crisis response, or harm reduction services is considered an asset.
- Knowledge of community resources and services available within Castlegar and the surrounding area is considered an asset.

Skills & Abilities

The successful candidate will demonstrate:

- Ability to build respectful and effective relationships with people from diverse populations, cultures, lifestyles, backgrounds, and abilities.
- Ability to work effectively with individuals experiencing chronic homelessness and complex barriers.
- Strong crisis intervention, de-escalation, conflict resolution, and problem-solving skills.
- Excellent verbal and written communication skills.
- Strong organizational, case management, time management, and stress management skills.

- Ability to maintain professional boundaries while developing trusting relationships.
- Ability to work independently and exercise sound judgment in community-based environments.
- Ability to collaborate effectively with community organizations, emergency personnel, businesses, and other service providers.
- Strong knowledge of, or ability to learn, community resources relevant to people experiencing homelessness and housing instability.
- A compassionate, non-judgmental, and respectful approach to supporting individuals with diverse experiences and needs.

Additional Requirements

- Valid **Class 5 Driver's Licence** and ability to safely operate the agency outreach van.
- Valid First Aid Certification.
- Ability to work afternoon and evening shifts.
- Ability to work independently in community and street-based environments.
- Ability to respond appropriately to unpredictable or crisis situations.
- Ability to complete required documentation and maintain confidentiality.

Working at CCSS

At **Castlegar Community Services Society (CCSS)**, we believe in building stronger individuals, families, and communities through compassionate, respectful, and client-centred services.

We are committed to fostering a collaborative, inclusive, and supportive workplace where staff are empowered to grow professionally, contribute meaningfully, and make a lasting difference in the lives of those we serve. We value integrity, accountability, continuous learning, and the unique perspectives each team member brings to our organization.

CCSS is an equal opportunity employer and encourages applications from individuals of all backgrounds, identities, cultures, abilities, and lived experiences.

CCSS is an Environmentally Sensitive Workplace

To help maintain a healthy environment for staff, clients, volunteers, and community members, we ask that employees refrain from wearing fragrances or using scented products while representing CCSS whenever possible.

Application Process

Please submit your **cover letter and resume** to:

info@castlegarcommunityservices.ca

Please include **"Street Outreach Worker – Casual"** in the subject line.

Start Date: As soon as possible

Applications will be accepted until the position is filled.

JOB DESCRIPTION

Job Title:	Street Outreach Worker
Program:	Homeless Initiatives Program
Last Updated:	September 2026
Effective Date:	December 2023
Classification/Benchmark:	Adult, Child and/or Youth Worker
Standard Wage Grid:	11 (\$29.22/hour)
Reports to:	Homelessness Initiatives Program Manager
Job Summary:	Provides a range of outreach services to the homeless population in the Castlegar and surrounding district. Liaises with businesses, other service agencies, and non-profits.

Key Duties and Responsibilities:

1. Provide street outreach services to individuals. This includes, but is not limited to, assessing individual needs, supporting with barriers that are causing or creating continued risk of homelessness, assisting with referrals to housing and other services, providing resources such as delivering food, harm reduction supplies, gas/food cards (if available), and following up with individuals to assist in their ability to maintain housing.
2. Develop case plans for those individuals who wish to create longer-term changes in their lives; this includes working in collaboration with Mental Health and Substance Use Services and/or physicians to make referrals to substance use treatment programs; create and maintain client files to ensure follow up, report on clients' progress, and to note related concerns.
3. Provide general support to individuals by using techniques such as active listening, conflict resolution, and assistance to resolve identified problems, needs, or risks.
4. Provide follow up support to those who are housed to ensure that housing breakdown does not occur.
5. Provide crisis intervention to individuals, as required; this includes calling emergency personnel as required, administering Naloxone, etc.
6. Track client intervention data, as per data sets provided; maintain related records and statistics and provide reports to the employer as required.
7. Work in collaboration with program manager to discuss individual situations, problem-solve, and to determine best courses of action.
8. Liaise regularly with other Street Outreach workers and program manager to ensure the program is running smoothly.
9. Ensure that the Outreach van is serviced appropriately and that it is in good operating condition; all vehicle needs are to be brought to the manager's attention.
10. Performs other related duties as required.

Qualifications: Diploma in a related human/social service field, plus one (1) year recent related experience, or an equivalent combination of education, training and experience. Must have valid First Aid Certification.

Job Skills & Abilities:

- a. Proven ability to work with diverse populations, cultures, lifestyles, abilities etc.
- b. Excellent communication skills, both verbal and written.
- c. Proven ability to relate to and work effectively with a chronically unhoused population.
- d. Ability to work collaboratively with partnering agencies and organizations.
- e. Good organizational, case management, time, and stress management skills.
- f. Strong knowledge of community resources relevant to this population.
- g. Community public relations experience considered an asset.
- h. Class 5 driver's license required for driving agency van
- i. Be able to lift up to 50 lbs.
- j. Be able to walk for long periods of time and in all kinds of weather conditions.