

Send applications to hlove@sfu.ca by _____ for a May 1 start date.

Volunteer – Community Services Worker

To act as a valuable resource in providing information, support services, advocacy, referrals, and general assistance at a community-based drop-in office for vulnerable individuals who experience multiple barriers.

Regular hours 9AM – 5PM weekdays, three days a week (part time)

with one on one with clients at the Community Services Office to assess their suitability for services offered by the agency;
Makes referrals to other programs, agencies, and/or community resources;
Assists clients in obtaining access to resources and treatments;
Assists clients to obtain temporary or permanent housing either directly or in coordination with other community services;
Provides information that helps clients to make better informed choices;
Responds to requests received via in-person visits, telephone, email, and letter mail;
Supports the Reintegration team by assisting with client requests from institutions;
Maintains accurate, complete and up to date records relating to clients, and facilitate data collection for statistics;
Adheres to the agency's policies and procedures, especially around client confidentiality;
Offers crisis support and guidance where necessary;
Intervenes appropriately to deescalate situations when required and provide support to clients involved at various stages of escalation;
Actively participates in a site orientation and training;
Is open to other projects as assigned, which may include connecting with community agencies to maintain resource databases and provide relevant referrals, attending community events or meetings on behalf of the agency, creating informational resources for use by clients, etc.

The Community Services Worker:

Relates to and comply with the agency's Mission Statement and Core Values;
Undergoes the successful completion of a criminal record check;
Has excellent interpersonal and communication skills;
Functions as an effective and efficient member of a team, while also working well independently;
Is self-directed in identifying problems and facilitating creative, effective, responsible problem-solving;
Has a non-judgmental attitude, confidence, patience, be assertive in setting boundaries, be resourceful, flexible, and organized;
Is willing to work with all individuals and their families, regardless of their age, ethnicity, religion, personal and criminal history, beliefs or values.

All applicants will be considered for an interview and only shortlisted applicants will be contacted.