

LEGAL CLINIC OF GUELPH AND WELLINGTON COUNTY

**JOB TITLE: OUTREACH WORKER, WELLCOMS PROJECT**

*Outreach Worker to support WellComs project, February to November 2019*

*\$20/hr for 35 hours a week*

*Requires: Clear criminal records check, clear driver's abstract report*

*Draft: subject to approval*

**Role of Outreach Worker:**

The Outreach Worker will have the responsibility to connect with trusted intermediaries in the County and to directly help clients navigate the complex legal landscape through a combination of advice and warm referrals.

\*This description is subject to change depending on the evolving needs of the WellComs project. This position reports to the Executive Director and works with and takes direction from staff at the Clinic.

Participate in the design and roll out of the WellCoMs project, in accordance with the project description and budget.

Advance outreach with services and community organizations.

Lead developing relationships with service providers to form trusted intermediary relations.

Engage in outreach in communities during site visits to health practitioners, private bar lawyers, community services, etc.

Be a supportive navigator with people with legal needs as required and accompany them to other offices for service.

Refer service providers to Legal Clinic for secondary consultation.

Work together with the Legal Services Navigator to ensure the success of the WellCoMs project.

Provide public legal education on areas of Clinic practice and other outreach activities, such as participation in community functions.

Track outcomes and revise strategies as appropriate.

Report on outcomes.

Document activities in CIMS system and docket time.

Maintain knowledge of poverty law, various associated statutes and regulations.

Willing and able to work independently, making independent decisions appropriate to carrying out the duties.

Exercises proper judgment as to when consultation is necessary and seeks such consultation.

Ensures a consistently high level of organization.

Responds promptly to supervisor(s) or others seeking assistance and information in the event of feedback in a clear and concise manner.

Handles emergencies as assigned or as required by the circumstances. Deals appropriately with emergencies and deadlines.

Drives the van and sets up and takes down the daily set up. Prepares and provides refreshments. Travel throughout Wellington County is required.

Ensures privacy and maintains confidentiality at all times.

Performs such further and other duties as may be assigned.

### **Working Conditions:**

It is key to the project that the work is performed in a mobile, outreach manner. This involves providing services both in formal and informal settings, which can be unpredictable.

The work requires both a team and a one on one approach, with a high degree of listening, comprehension, diplomacy and interpersonal skills.

The work involves multiple role demands and restrictive deadlines or unpredictable priority changes, creating time pressures on a daily basis and the pace is difficult to control. Frequent interruptions.

Work requires driving the van and working throughout Wellington County, sometimes alone. Weather and road conditions can be unpredictable. The workplace for mileage purposes is located within Wellington County (not the Clinic office).

Work requires set up and take down and lifting and bending and the need to be able to lift at least 25-50 lbs.

Work may require sitting for prolonged periods of time. Working with community members who can on occasion present in a challenging manner. De-escalation and safety skills are required.

Work requires the ability of the incumbent to work independently and with confidence in using problem-solving and decision-making skills and exercising judgement and accepting responsibility for decisions and actions.

Work must be done in accordance with Clinic policies. Work may be required outside of usual business hours.

Work must be performed from an anti-oppression, anti-racism perspective. The Clinic believes in services that are inclusive and equitable and are responsive to human rights and support barrier free access to our services and proactive responses to issues.