Outreach Worker
Welcoming Initiatives

We aspire to be a vibrant and welcoming community space that reflects, serves and includes everyone who calls Saskatoon home. To achieve this goal, we’ve set forth an ambitious plan for modernization and growth.

We are looking for energetic and passionate team members to help us fuel the change, and write the next great chapter in the story of Saskatoon Public Library.

**Posting ID:** 21-059-T

**Posting Date:** August 11, 2021

**Position Details**
Full-time, Term, up to six months (with possibility of extension)

**Number of Positions Available**
1

**Hours of Work**
36.25 hours per week

**Remuneration**
Pay Band 12: $58,354.32 - $70,443.12 per annum (2020 rates)

**Position Currently Located At**
Currently located in various locations of the Saskatoon Public Library.

**Closing**
All applications must be received online by Wednesday, August 18, 2021 at 4:30 pm.

[https://saskatoonlibrary.ca/about/careers/](https://saskatoonlibrary.ca/about/careers/)
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Reporting Relationship
This position reports to the Senior Manager, Welcoming Initiatives.

Position Overview
This position is responsible for working with the public to help people find services and make changes to help improve their lives. The Outreach Worker is responsible for working directly with vulnerable or at-risk individuals who are affected by mental health issues or addictions, live in poverty, face homelessness and/or marginalization. Issues presented to this position may be varied and complex and require a great degree of discretion. The Outreach Worker provides information to employees on serving vulnerable populations.

The Outreach Worker is responsible for working with community organizations and community members to develop collaborative connections to address the needs of patrons and potential patrons who face barriers to library service.

This position is responsible for working with the public and de-escalating difficult situations. The Outreach Worker will assess risk and evaluate threats posed by patrons who exhibit challenging behaviours, including risks that range from direct verbal abusive behaviour, verbal or physical threats to more indirect threats (such as threats of legal action).

This position works on-site at SPL locations as well as off-site for designated shifts.

Key Duties

1. **Meeting with Patrons/ Clients:** Works with patrons to identify individual needs and issues and provide appropriate information, support, referrals and advocacy. Works to build relationships with members of vulnerable populations (such as people in crisis or at risk of crisis, street-involved young people, people facing homelessness, poverty, addictions and or mental illness) without judgement.

2. **Employee Training & Development:** Works collaboratively with SPL managers, teams and other employees to build capacity and skill in working with patrons who face marginalization. This position will take a leadership role in teams that aim to reduce barriers to service for the public.

3. **Work with Community Organizations:** Builds and maintains relationships with community organizations that serve populations that face marginalization, including working with security contractors, community support officers, emergency medical technicians and the police to find collaborative approaches to supporting individuals in the community. This may involve meeting with external partners, visiting other agencies, sitting on external committees and attending community meetings.
4. **Incident Response**: The Outreach Worker will assist in identifying and resolving urgent safety and risk management issues on an individual basis using de-escalation techniques and non-violent intervention.

5. **Outreach**: The Outreach Worker participates in library programs and events outside the library walls.

**Qualifications**

- Social work degree from a recognized post-secondary institution.
- A valid RSW with the Saskatchewan Association of Social Workers.
- Minimum two years’ experience within the past five years of related work with experience working with at-risk people and people facing homelessness, poverty and/or marginalization.
- Ability to travel independently to and between SPL activities and locations as needed.
- Possess a valid driver’s license and access to a vehicle.
- Ability to stand, sit, walk around for long periods.
- Ability to lift, push, pull and move up to 10 kg.
- A current, acceptable Criminal Record Check is required.
- A current, acceptable Vulnerable Sector Search is required.
- Demonstrated knowledge, skills and abilities in the stated accountabilities and competencies.

**Key Accountabilities**

**Leadership & Team Building**

- Participates in work-unit strategy and planning, recommends strategies and process changes.
- Develops and executes individual work plans in consultation with the manager.
- Participates on teams, committees and working groups as assigned.
- Plans, leads and conducts orientations and provides training to new employees, including acting as a system-wide trainers as necessary.
- Ensures identification, planning, development and implementation of relevant services in consultation with community organizations.
- Reviews existing services, programs and operations from a community perspective; identifies opportunities for improvement; recommends desired goals, objectives and outcomes; plans and implements approved changes.
- Takes a leadership role in implementing approved changes to the work-unit.

**Strategic & Operations Management**

- Collaborates with SPL employees to ensure daily work is in alignment with SPL policies and standards.
- Develops content for SPL’s intranet.
- Develops content for SPL’s Program Guide & online events calendar.
- Reviews content for SPL’s website.
- Analyzes trends develops plans and strategies to address these trends.
- Plans and oversees projects to ensure the quality, effectiveness and efficiency throughout each stage. Implements any needed corrective plans as required.
- Recommends ways to improve the success of planned initiatives.
- Drafts communication material about services, programming and operations, including writing and updating manuals or procedures, contributing to grant applications, drafting reports, and compiling and analyzing information.
• Presents information to colleagues, to community groups, and at professional conferences, as required orally and in writing.
• Demonstrates and instructs patrons in the use of resources and technologies; provides orientation for patrons to SPL services, collections, policies and procedures.
• Uses active listening and observation to collect feedback from patrons, sharing this feedback with colleagues and leadership.
• In the absence of the Manager, responds to facility, service and patron matters following SPL established guidelines; contacts relevant employees for assistance as required.
• Anticipates issues and proactively works to mitigate risk.
• Performs all responsibilities ensuring compliance with SPL policies and guidelines in consultation with the Manager.
• Maintains work-unit or branch manuals or procedures.
• Implements SPL policies and procedures and recommend new policies and policy changes to the Manager.
• Anticipates issues and proactively works to mitigate risk.
• Identifies and resolves urgent, safety and/or risk management issues.
• Develops and implements programs, services and partnerships relevant to the needs and interests of the community and SPL in collaboration with other Librarians and in consultation with the Senior Manager or Manager, Branches.

Service Excellence
• Provides excellent customer service, including working out on the floor, roving and at services points at the branch, and actively engaging the public in the provision of service.
• Identifies opportunities to serve the community through recommendations for service enhancements; understands SPL's service goals.
• Facilitates public, stakeholder, and employee engagement relative to making service improvements.
• Within the directions set by the Senior Manager or Manager, Branches takes a leadership role in identifying, developing, implementing, and assessing services and programs that respond to community needs.
• Facilitates community engagement events and other community meetings.
• With approval from Senior Manager or Manager, Branches identifies and modifies library services to reflect community needs and interests.
• Identifies diverse community needs, and works collaboratively to develop public-focused programs and services to meet community needs.
• As required, works in collaboration with other Librarians to draft and develop partnership agreements with community organizations when approved by the Senior Manager or Manager, Branches.
• Supports the implementation of programs, services and partnerships relevant to the needs and interests of the community and SPL in collaboration with colleagues and in consultation with the Senior Manager or Manager, Branches.
• Takes a leadership role in working with people who face marginalization and barriers to library services system-wide.
• Interprets and communicates library policies and procedures to patrons; resolves or refers complaints.
• Maintains the privacy of patrons and exercises discretion when dealing with the public.

Financial Management
• Resolves questions and concerns regarding fines, fees and payments, and handles routine financial transactions within established SPL policies and procedures.
• Works with the Senior Manager to prepare budgets for project plans for programs and services.
• Tracks budgets and spending for projects, programs and services as approved by the Senior Manager or Manager, Branches.
• Manages budget for incidental purchases related to providing support to the public.

Relationships with Internal & External Partners
• Takes a leadership role in employee meetings.
• Acts in a collaborative fashion with other employees, both as a member of teams and on a daily, operational basis.
• Develops and maintains relevant community contacts.
• Works collaboratively with external agencies and organizations.
• Builds relationships to support planning, developing and implementing system-wide partnerships.
• Represents the library and library services in the community, including at meetings, outreach opportunities and community events.
• May hold membership in community groups, boards or committees on behalf of SPL.
• Provides expertise for planning, developing and implementing local and system-wide partnerships.

Other Accountabilities
• Performs other relevant duties as assigned.

Demonstrated Competencies
• Proficiency in planning, prioritizing and delegating tasks.
• Demonstrated project management skills and the ability to manage resources effectively through all stages of project design, planning, implementation, and measurement, set priorities and meet deadlines.
• Ability to use, troubleshoot and train others in the use of technology including but not limited to computers and mobile devices, databases, software (e.g. Microsoft Office and Google Docs), operating systems, online applications, electronic resources, digital library services, and social media.
• Excellent written and verbal communication skills and able to adapt communication style to suit different audiences.
• Excellent attention to detail and ability to develop accurate materials.
• Excellent presentation skills and ability to adapt presentation style to suit different audiences.
• Ability to work in high-pressure situations with the public.
• Ability to deescalate situations with the public.
• Proficiency in working with community organizations and establishing partnerships.
• Proficiency in planning, delivering and assessment of programs and services.
• Expertise in the facilitation of meetings and events.
• Expertise in planning, delivering and assessment of programs and services.
• Commitment to customer service excellence and understanding of service objectives.
• Ability to identify diverse community needs and works collaboratively to develop public-focused programs and services to meet community needs.
• Ongoing commitment to learning and self-improvement; desiring and making an effort to acquire new knowledge or skills for work.
• Expertise in anticipating challenges, evaluate potential impacts and developing appropriate courses of action.
• Ability to identify and solve non-routine problems and facilitate appropriate resolutions.
• Excellent active listening skills.
• Capable of working as part of a team and on own initiative.
• Exercises good judgement.
• High capacity to adapt to change.
• Demonstrates initiative and flexibility.
• High level of critical and logical thinking, analysis, and reasoning to identify underlying principles, reasons, or facts.
• Intercultural awareness and the ability to create an inclusive and diverse workplace.
• Ability to relate to people from all different backgrounds.
• Expertise in understanding and serving people who face marginalization.
• Expertise in reducing barriers to library services and working with vulnerable populations.
• Ability to engage and motivate others to achieve SPL’s vision, mission, values, goals and objectives and to advocate for this within the community.
• Commitment to fostering a safe work environment.
• Expertise in the principles of privacy and discretion in a public library setting.
• The ability to maintain confidentiality with sensitive information.
• A high degree of professionalism and diplomacy.
• Ability to accurately follow instructions.
• Demonstrated reliability (including attendance and punctuality).

Working at SPL

Strategic Goals
This position works to support the needs of the community in alignment with SPL’s Strategic Plan and Service Model. This position is accountable for ensuring compliance with SPL’s policies and procedures.

Continuous Improvement
This job description represents the responsibilities and the accountabilities as they relate to the service model and organizational structure at the time of appointment. The job description and the associated responsibilities and accountabilities will continually evolve with SPL.

Vertical Teams
This position will have the opportunity to participate in the system-wide planning of services, programs and other projects.

Responsibility for Skills Maintenance
SPL provides training for service and process changes brought into the workplace. The employee is responsible for ensuring the maintenance of professional knowledge and expertise relative to the associated qualifications.

Work Location
The job posting for this position indicates a current work location. This position may be required to work in the community outside SPL locations. SPL reserves the right to change the work location within premises operated by SPL.

Workplace Safety
This position is responsible for understanding their rights and responsibilities in contributing to a safe workplace and complying with the Saskatchewan Employment Act.