



## Job Posting

**URGENTLY HIRING**

**POSITION TITLE:** Assertive Street Outreach Support Worker  
**DEPARTMENT/PROGRAM:** Assertive Street Outreach  
**REPORTS TO:** Outreach Program Coordinator or Leadership Team  
**SUBMIT APPLICATION BY:** Internal/External - Application Deadline: July 10, 2026

**PURPOSE:** The Busby Centre is a community-based agency that believes in the Housing First and Harm Reduction philosophies and practices. We strive to improve the quality of life for people who are struggling with chronic homelessness, significant mental health issues and substance misuse. Our program provides individuals a place to stay, and staff support 24/7, along with a variety of on-site services to help people experiencing homelessness transition to housing and successfully stay housed.

The **Assertive Street Outreach Support Worker** at The Busby Centre plays a vital role in a collaborative outreach team, working alongside Assertive Street Outreach Case Managers to provide direct, hands-on support to individuals experiencing homelessness or housing precarity. With a strong focus on relationship-building, immediate needs response, and service navigation, the Support Worker engages service users in community-based settings to reduce barriers, increase safety, and foster pathways toward stabilization and housing.

**Please note: This is a PERMANENT contract, subject to yearly renewal based on employee performance and the availability of sufficient program funding. There are currently ONE (1) FULL-TIME & TWO (2) PART-TIME positions available.**

**LOCATION:** Barrie, Springwater, South Georgian Bay & Midland

### **RESPONSIBILITIES:**

#### **1. Direct Support and Community Engagement:**

- Assist in conducting regular street outreach, mobile support visits, and wellness checks in encampments, public spaces, and informal shelters.
- Provide basic needs support including distribution of food, clothing, hygiene supplies, and harm reduction materials.
- Support service users in attending appointments, accessing shelter, and navigating emergency/crisis services.

- Build rapport and trust with individuals using a non-judgmental, culturally safe, and trauma-informed approach.
- Monitor safety in outreach environments and use de-escalation strategies when necessary.

## **2. Collaborative Case Support:**

- Partner with Outreach Case Managers to help implement individualized support plans.
- Assist with tasks such as completing forms, gathering documentation, conducting housing searches, or making referrals.
- Attending joint visits with Case Managers to provide continuity and stability in service user engagement.
- Observe and report changes in service user health, behavior, or housing status to the Case Manager in a timely manner.

## **3. Program Operations and Resources Management:**

- Support outreach site operations including organizing supplies, assembling outreach kits, and preparing materials for daily use.
- Perform daily cleaning and sanitation of outreach vehicles, mobile units, and prep areas in adherence with health and safety protocols.
- Conduct weekly inventory of supplies and communicate stock needs to the Outreach Coordinator.

## **4. Communication and Documentation:**

- Maintain respectful, professional communication with service users, team members, and community partners.
- Document outreach interactions and observations using agency tools and contribute to program tracking (under the guidance of Case Managers).
- Participate in team meetings, reflective supervision, and ongoing training opportunities.

## **5. Community Collaboration:**

- Represent the outreach team in a professional and approachable manner in the community.
- Work in partnership with shelter providers, first responders, community agencies, and volunteers to ensure coordinated service delivery.

## **6. Other duties as assigned**

### **OCCUPATIONAL HEALTH & SAFETY:**

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand, and adhere to

the Busby Centre's health and safety policies and procedures and keep up to date on any changes, particularly as it relates to new/emerging information related to infection prevention and control.

**QUALIFICATIONS:**

- Diploma or certificate in Social Services, Community Work, or related field, or equivalent experience.
- 1–2 years' experience working with individuals facing homelessness, substance use, or mental health challenges.
- Post-secondary education in Social Work, Social Service Work, Psychology, or a related field.
- 2+ years of experience in street outreach, case management, or working with marginalized populations.
- Knowledge of homelessness, poverty, mental health, substance use, and systemic barriers.
- Lived experience of homelessness and/or experience working with homeless and/or marginalized individuals is an asset.
- Familiarity with Housing First, harm reduction, and trauma-informed practices.
- Excellent interpersonal, verbal, and written communication skills and ability to set effective personal boundaries with both clients and co-workers.
- Certification or ability to become certified as soon as possible in NVCI (Non-Violent Crisis Intervention) and Level C First Aid and CPR, including working knowledge of AED is required.
- Demonstrated competence to work with challenging behaviour and stressful situations and possess effective conflict and crisis management skills.
- Proven ability to problem-solve, multi-task and work independently in non-traditional settings (e.g., streets, encampments, vehicles).
- Valid driver's license and access to a reliable vehicle required.
- Vulnerable Sector Screening (Police Check) required.

**WAGE:** \$24.60 per hour (negotiable upon experience)

**SCHEDULE/WORKING CONDITIONS:**

Contract, **starting as soon as possible**. The available positions may entail:

- Field-based role with frequent travel across urban and rural Simcoe County.
- Flexible hours, including evenings or weekends between the hours of 6am-11pm
- Exposure to adverse weather and high-stress situations.
- Long period of walking, standing, kneeling, sitting
- Walking in all terrain conditions

**COMPENSATION PACKAGE (AFTER 3 MONTHS):**

- Confidential Employee Assistance program (EAP) for you and for your immediate family
- Life insurance, long term disability, extended health and dental benefits;
- Employer paid vacation and sick time

**HOW TO APPLY:**

Interested applicants are invited to submit a **resume and cover letter** outlining their interest and qualifications on Indeed or by emailing: [careers@busbycentre.ca](mailto:careers@busbycentre.ca) entering ***Assertive Street Outreach Support Worker*** in the subject line. The Busby Centre is committed to building an inclusive workplace. Applications from individuals with **lived experience, Indigenous peoples, racialized communities, and members of the 2SLGBTQ+ community** are encouraged. **We thank all those who apply for this position. However, only those applicants selected for an interview will be contacted.**

**DIVERSITY & INCULSION:** The Busby Centre is a progressive work environment committed to the principle of employment equity, to respecting diversity and to providing employees with a work environment free of discrimination and harassment. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs. The Busby Centre is committed to providing accommodation for persons with disabilities throughout the recruitment process. If you require any accommodation, please let us know prior to your interview.

**USING ARTIFICIAL INTELLIGENCE (AI):** Please note that your application and any related materials you provide may be processed, stored, reviewed, or otherwise used by systems in our recruitment selection process that may interact with AI tools. This includes any AI integrated functions that may be utilized by the job board through which you applied to.