

**TITLE:** Community Integration Specialist

**CLASSIFICATION:** CPO-18

**MINISTRY:** Social Development and Poverty Reduction

**DIVISION:** Service Delivery

**SUPERVISOR TITLE:** Supervisor, Service Delivery

**SUPERVISOR POSITION #:** Various

The **Ministry of Social Development and Poverty Reduction** is proud to be an equal opportunity employer; we strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

## **DIVISION**

The **Service Delivery Division** provides income and disability assistance services online, by phone, or face to face in our communities. We strive to ensure our services are reliable, responsive, inclusive, and accessible to all British Columbians who need our support

## **JOB OVERVIEW**

The Community Integration Services Branch delivers programs and services across the province. The Community Integration Specialist uses in-reach and outreach approaches to connect individuals with services and works in community 85% of their scheduled work week. Community Integration Specialists provide income assistance and help individuals navigate across multiple services and systems. These individuals may be experiencing homelessness, and be suffering from trauma, mental illness, and addiction issues.

## **ACCOUNTABILITIES**

- Works with other providers (government agencies, non-profit organizations, Indigenous organizations, etc.) to deliver services through outreach programs.
- Conducts interviews with individuals in community locations (e.g., correctional facilities, health authority sites, shelters, encampments, etc.) to help them navigate through the process of understanding eligibility requirements, completing applications, and obtaining documentation to receive services.
- Maintains case load and creates case plans based on individual needs and employability.
- Supports individuals towards independence. This may include assistance with paying bills, connecting to services and programs, attending appointments, finding accommodation and establishing tenancy agreements.
- Approves and issues payment of income and disability assistance, and temporary financial support. Supports individual participation in ministry programs and services. Works with non-government

organizations, other ministries and different levels of government to deliver services and collect outcome information.

- Considers each person's unique needs and cultural wellness when making decisions about income and disability assistance.
- Advocates for and liaises with individuals living in supportive housing and/or who are currently experiencing homelessness.
- Informs the public and partners, through community engagements and third-party service providers, of Ministry services and programs.
- Coordinates with municipal, fire, and police officials in inspecting single room occupancy dwellings for compliance with codes and standards.
- Locates and connects individuals to community-based supports and services that will help meet their needs.
- Supports the training and orientation of new Community Integration Specialists through a mentor/coach relationship.
- Enters and maintains information in electronic databases.
- Develops trust-based relationships and supports people to achieve their goals.
- Works with individuals to identify traditional and cultural types of wellness and healing.
- Builds relationships in the community by creating awareness of the Community Integration Specialist role.
- Learns and maintains an understanding of community resources and their referral processes.

## **JOB REQUIREMENTS**

### **Education and Experience**

- Secondary school graduation and 3 years related experience\*
- Evergreen Certificate and 4 years related experience\*
- An equivalent combination of education and experience may be considered

**\*Related experience must include at least two of the following and can be gained in either a community/volunteer or employment/customer service capacity:**

- Providing services to Indigenous people who are living in poverty and may be experiencing homelessness
- Providing services to Indigenous people who are experiencing mental health and/or substance use challenges
- Providing services to people with disabilities
- Experience delivering services to/supporting Indigenous people

**Preference may be given to applicants who have one or more of the following:**

- Due to the nature of this role and in accordance with Section 42 of the BC Human Rights Code, preference may be given to applicants who identify as Indigenous (First Nations, Métis, or Inuit).

- Experience working in community organizations, BC Friendship Centres, and/or with multiple service providers
- Direct or indirect lived experience of addiction, poverty, homelessness, or mental health challenges.
- Experience using a trauma-informed approach to client service.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Manages several responsibilities at once
- Commitment toward understanding historical and continued impacts of colonization and systemic racism
- Understands causes of homelessness
- Builds trust-based relationships with individuals and community partners
- Communicates respectfully with compassion, tact and diplomacy
- Ability to make decisions about complex situations, often under pressure and with limited time
- Liaises with individuals, service partners and the public
- Requires the ability to engage with individuals in an empathetic and compassionate way
- Ability to apply de-escalation techniques to manage situations

## **CONDITIONS**

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the Ministry. If a previous record exists, this does not automatically exclude the applicant and the hiring manager will follow up for further conversation.
- Must be comfortable working in encampments, on the street and in areas where individuals who are experiencing homelessness gather.
- Will be required to have a valid BC driver's licence within thirteen months of starting the position.
- Travel will be required.
- Practice reasonable precautions in the performance of duties and adhere to all safety rules and practices to ensure personal safety as well as safety to colleagues, individuals, and others.

## **BEHAVIORAL COMPETENCIES**

**Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to spoken and unspoken or partly expressed thoughts, feelings, and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.

**Service Orientation** implies a desire to identify and serve customers/individuals, who may include the public, colleagues, partners (e.g., educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/individual.

**Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

**Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the wisest decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.

## **INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES**

**Cultural Agility** is the ability to work respectfully, knowledgeably, and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

**Empathy** is the ability to recognize, understand and directly experience the emotion of another. It involves listening with heart, accepting their message, and staying focused on their experience rather than reacting. It means understanding that the behavior may be connected to something outside of the immediate situation.

(Sympathy is not empathy. Sympathy means feeling pity and sorrow for someone's misfortune, or the tendency to want to help them with what you see as something negative. This can send a message that you believe that others cannot arrive at their own solutions.)

**Indigenous Centered Service Approach** is a desire to serve Indigenous peoples, focusing one's efforts on understanding their interests to increase the quality of the service and produce better outcomes. It implies a willingness to support Indigenous peoples in determining their own future. It involves demonstrating a welcoming demeanor, an attitude of helpful curiosity and a willingness to enter into the interaction or relationship without judgment or stereotyping. It means being open-minded and flexible in one's attitudes toward people who are different from oneself and showing respect for the differences. It includes experiencing Indigenous peoples as strong, vital, and important to the functioning of British Columbia. Implicit in this is the knowledge that one is responsible for the image and effectiveness of the public service.