

JOB DESCRIPTION

Job Title:	RECOVERY OUTREACH WORKER
Classification:	Adult Youth or Child Worker
Grid Level:	11
Date:	April 2nd, 2026
Author:	Shelly Kernovich
Location:	Campbell River
Supervisor:	Kate Broadhead
Status:	Union

JOB PROFILE

Job Summary:

The Recovery Outreach Worker is directly attached to the four supportive recovery beds at Ann Elmore House, extending the support women in the house into the community. By building relationships during residency, the Outreach Worker ensures continuity of care through coordinated transition planning, warm hand-offs to services, and individualized aftercare support following discharge. This role helps bridge gaps between residential recovery and community systems, strengthens access to resources and provides relational consistency during a high-risk transition period. Through community connections, advocacy and group facilitation, the outreach worker supports women to move forward in their recovery with increased stability, confidence, and support

Job Duties:

1.Support/Counselling

- Build trusting, consistent relationships with residents during their stay to support engagement and readiness for transition.

- Work alongside Ann Elmore and the recovery team to provide seamless continuity of care before, during and after discharge.
 - Support individualized transition planning, including housing, health care, income support, legal needs, family reunification, and ongoing recovery services.
 - Provide assertive outreach and aftercare support post-discharge, including check-ins, accompaniment to appointments, and system navigation.
 - Act as a bridge between the recovery house and community-based services (treatment programs, counselling, harm reduction, primary care, cultural support, peer groups, employment and education resources).
 - Identify and help address gaps in services that create barriers to sustained recovery.
 - Advocate for participants within external systems while promoting self-determination and empowerment.
 - Document outreach activities and collaborate with internal and external partners to ensure coordinated care.
- 2) Facilitate low-barrier groups (e.g. life skills, community readiness, recovery planning, peer support) as appropriate.
- Plan and prepare
 - Bring in community professionals for education groups.
 - Provide information and referrals
 - Develop Peer Support group
- 3) Record Keeping
- Maintain statistical information as directed
 - Maintain accurate documentation in client files
 - Maintain accurate and up to date records of group activities
- 4) Maintain Transition House environment
- Create and maintain a safe, warm and trusting environment
 - Provide mediation between residents in conflict
 - Facilitate resident meetings as needed
 - Work cooperatively with other members of the transition house team
- 5) Miscellaneous
- Abide by CRNITS code of ethics and philosophy
 - Abide by CRNITS Policy and Procedures
 - Maintain confidentiality according to Policy and Procedures
 - Maintain current knowledge of issues related to Women in recovery
 - Continue to upgrade skills through staff and professional development
 - Assist in orientation of new staff and training of practicum students
 - Attend staff meetings regularly

- Complete special projects as directed by the Transition House
- Manager
- Other related duties

Human Profile

Technical Skills

Education

- Human Service Worker Diploma or equivalent
- Mental Health and Addictions Diploma
- Or
- Equivalent training and experience

Experience

- 2 years working in community social services

Qualifications/Training

- Emergency First Aid
- Good communication and crisis intervention skills
- Knowledge and understanding of abuse of women and children
- Strong knowledge of substance use issues and recovery
- Strong knowledge of mental wellness issues
- Group facilitation skills
- Proficiency in use of computers

Requirements

- Valid Drivers License and access to a reliable vehicle
- Satisfactory Criminal Record Check and Criminal Record Review

Performance Skills

Physical Demands

- Capable of assisting injured or disabled clients
- Delivery of program activities requires a moderate level of physical fitness i.e. walking, standing, bending

Mental Demands

- Possesses and is able to apply a feminist perspective
- Ability to interact well with clients in crisis regardless of ethnic, religious, or socioeconomic status, sexual orientation, age, physical or mental ability
- Able to manage stressful work and fluctuating workload
- Able to make sound judgments
- Adaptable
- Has initiative