



## KUU-US Crisis Line Society

"Helping 24 Hours A Day"

Toll Free 1-800-588-8717

P.O. Box 294, Station Main

Port Alberni, B.C. V9Y 7M7 24hr Crisis Line adult/elder: 1-250-723-4050 child/youth: 1-250-723-2040

Telephone Business Office (250) 723-2323

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### **Job Title: Outreach Worker and In Office Reception Support**

**Organization:** Kuu-us Crisis Line Society

**Location:** Port Alberni, BC

**Are you a compassionate and resilient individual dedicated to making a real difference in the lives of vulnerable people? Do you thrive in a challenging yet rewarding environment where you can empower individuals to overcome significant obstacles? If so, Kuu-us Crisis Line Society is looking for an enthusiastic and skilled Outreach Worker, with some reception or in office outreach, to join our dynamic team working part time and casual on call.**

### **About Kuu-us Crisis Line Society:**

Kuu-us Crisis Line Society is a registered charity and has been in operation since 1993. At Kuu-us Crisis Line Society we are committed to enhancing health, safety and wellness through a holistic approach. Our mission is to provide support and empowerment, merging culture, community and connection. Together we foster Iisaak (respect and love) in every interaction.

### **About the Role:**

As an Outreach Worker, you will play a vital role in engaging with and providing comprehensive support to individuals in our community who are facing multiple and complex barriers. These barriers may include homelessness, mental health challenges, substance use, poverty, trauma, and social isolation. You will work directly with individuals in their own environments and in our front office, building trusting relationships and providing them with the resources and supports they need to improve their quality of life. This role will be approximately 25 hours per week.

### **Responsibilities:**

- Build rapport and establish trusting, respectful, and collaborative relationships with clients.
- Provide daily support to ensure basic needs are met including advocacy, crisis intervention, and emotional support.
- Develop and implement individualized support plans with other team members.
- Collaborate effectively with other service providers, agencies, and community partners to ensure coordinated and integrated support.
- Maintain accurate and timely documentation of all client interactions and progress.
- Participate in team meetings, and professional development opportunities.
- Adhere to organizational policies and procedures, as well as ethical and professional standards.

**Preferred Qualifications:**

- Human Services, or a related field; or equivalent lived experience and relevant training.
- 2 years previous experience in outreach, case management, or working with vulnerable populations.
- Demonstrated understanding of the complexities of homelessness, mental health, substance use, trauma, and poverty.
- Strong interpersonal and communication skills, with the ability to build rapport and engage effectively with diverse individuals.
- Ability to work independently and as part of a multidisciplinary team.
- Knowledge of community resources and services in the Port Alberni area.
- Strong organizational and time management skills.
- Commitment to client-centered, strengths-based, harm reduction approaches with cultural sensitivity and trauma informed practices.
- Valid First Aid, CPR, Non-Violent Crisis Intervention training.
- Valid Class 5 driver's license with a clean driver's abstract with willingness to transport clients when required
- Proficiency in data entry and development of case notes using computer software.
- Clear Vulnerable Sector Criminal Record check required.

**Compensation and Benefits:**

- \$25.00 per hour starting wage with possibility of increase
- Health benefits and Retirement Savings Plan available to those meeting the basic requirements

**To Apply:**

Please submit your resume and cover letter outlining your qualifications and experience to Cindy McAnerin, Executive Director, at [cindy@kuu-uscrisisline.com](mailto:cindy@kuu-uscrisisline.com) or in person at 4589 Adelaide Street, Port Alberni BC between 11:00 am and 3:00 pm by Monday August 4, 2025.