



TRANSITIONAL OUTREACH AND SUPPORT WORKER
INTEGRATED SOCIAL SERVICES

ONE (1) TEMPORARY FULL-TIME POSITION (OVER 85 DAYS)

POSTING NUMBER: 38-2026	STATUS: INTERNAL/EXTERNAL
POSTING DATE: MAY 1, 2026	CLOSING DATE: MAY 8, 2026
AFFILIATION: UNION	HOURS PER WEEK: 35
SALARY GROUP: 10	HOURLY RATE: \$32.08 - \$40.16

POSITION SUMMARY:

Under the direction of the Supervisor, Intake and Eligibility, the Transitional Outreach and Support Worker provides outreach and support to homeless, at risk of homeless and street population. Works collaboratively to link individuals with the resources required to obtain food, shelter, hygiene, mental health and addictions support, housing advocacy, and crisis and life skills counselling. Majority of workday is spent working within an emergency hostel and in community settings.

MAJOR RESPONSIBILITIES:

1. Assesses barriers to housing, plans and provides supports that meet the needs of individuals accessing emergency hostels.
2. Performs case management duties, monitors, and supports the individual's progress in addressing barriers through methods such as one to one support, motivating and facilitating participation in programs.
3. Performs duties related to the collection and verification of information required to determine initial and ongoing eligibility for social assistance programs. (e.g., Ontario Works, Rent Geared to Income Housing).
4. Liaises with hostel staff and community agencies to advocate for delivery of services to individuals facing difficulty or denial of services.
5. Liaises with hostel staff and community agencies to advocate for or refer individuals for services needed to obtain and maintain housing (e.g., income, health, etc.).
6. Completes and maintains required documentation, maintaining statistical data and case records.
7. Performs such other related duties as may be assigned.

QUALIFICATIONS:

Education/Experience

- Degree in Psychology and two years direct, related experience working with individuals with mental health and addiction issues, or
- Diploma in social service work or degree in social work and two years of direct related experience working with individuals with mental health and addictions issues, or
- Diploma or degree in Addictions Counselling from a recognized educational institution and two years of direct related experience working with individuals with mental health and addictions issues.

Skills/Abilities:

- Ability to work with micro computer system is required.
- Must possess strong interpersonal skills and demonstrate an ability to meet, communicate, counsel and work with marginalized individuals who have a history of mental illness and/or substance abuse.
- Ability to recognize clients with severe mental health problems and make appropriate referrals to community agencies.
- Ability to works collaboratively with other service agencies and professionals involved in the support of the individual.

Assets:

- Certificate in Life Skills Coaching from a recognized educational institution.

CONDITIONS OF EMPLOYMENT:

- Must undergo a successful police records check, Type 2.
- Use of a vehicle is required.
- Must maintain confidentiality.

HOW TO APPLY:

Applications must include a completed TBDSSAB application form, cover letter and resume. Please be sure to reference the position title and the competition number. Applications may be emailed, faxed, or delivered to the TBDSSAB location by 4:30 pm on the closing date to the attention of:

Human Resources
The District of Thunder Bay Social Services Administration Board
231 May Street South
Thunder Bay, ON P7E 1B5
Email: careers@tbdssab.ca | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the [Internal Application Form](#). All other applicants must complete the [TBDSSAB External Application Form](#):

Application forms are available on our website or are available for pickup at the TBDSSAB location. For more information on employment opportunities at TBDSSAB, please visit our [website](#).
<https://www.tbdssab.ca/about/careers/>

ADDITIONAL INFORMATION:

- Applications received for this position will not be acknowledged unless you are being notified of an interview.
- Reasonable accommodations are available upon request for all parts of the recruitment process.
- As an equal opportunity employer, the TBDSSAB encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.



**Baakaakonaanan
Ishkwaandemonan**
Opening Doors for You