



CHARLES J. ANDREW HEALING CENTRE

Position Description

Job Title: Virtual and Outreach Coordinator

Reports to: Director of Programs

Job Classification:

Salary Range:

POLICY ADHERENCE

This position is responsible to contribute to and follow policies:

- CJAHC Program Policy Manual
- CJAHC Personnel Policies
- CJAHC Financial Policies

POSITION SUMMARY

The Virtual and Outreach Coordinator is responsible for developing and delivering virtual programming, coaching, crisis intervention, case management, psychoeducational programming, and outreach initiatives for First Nations and Inuit youth and families.

This role connects at-risk youth and families with CJAHC's virtual, residential, and community-based programs, supports access to appropriate resources and services, and promotes healthy lifestyle choices and overall wellness. The Coordinator also provides ongoing engagement through local and regional outreach activities and conducts aftercare follow-up with families following participation in the residential program to support long-term success and positive outcomes.

DUTIES AND RESPONSIBILITIES

Under the general supervision of the Director of Programs and/or as part of the various work groups and teams, the Virtual and Outreach Coordinator performs the following essential services within the framework of the Charles J. Andrew Healing Centre's (CJAHC) core function and provision of essential services to youth and families

Virtual Addiction Treatment Program & Delivery

- Facilitate the successful delivery of the Clinical Program including the development, enhancements, and the delivery of psychoeducation that will meet the needs, wants and levels of Indigenous families
- Ability to interact and communicate effectively with people of different cultures and socio-economic backgrounds
- Assess the success of the current program through on-going evaluation methods, and revise the program as needed

Virtual Healing Services

- Create and maintain a care plan for families based on physical, emotional, spiritual, social, educational, and psychological developmental needs that addresses harm reduction, prevention and treatment of substance use and concurrent disorders
- Provides regular case management and progress reports on the development of participants in the virtual program and provides recommendations to the immediate supervisor

- Support family inclusion in external community support services including language, and gender-based supports (sharing circles, men group etc.)

Supporting Youth & Family Success

- Plan extra-curricular activities with participants in the virtual programs that interest and enhance their skills (such as cultural ceremonies, beading, sewing, music lessons, and wood working etc.)
- Encourage life skills development (e.g., timelines for breakfast, wake up in the morning, good hygiene, and courteous behavior) and provide feedback and encouragement on family successes
- Collaborate with participants in developing, implementing, and modifying treatment plans and strategies to achieve the best outcome
- Encourage participants to participate and involve them in the plan to return to their community by developing individual, youth and family aftercare plans
- Ensure that participants receive the necessary and appropriate encouragement to continue in their healing journey
- Promote healthy group interaction between participants
- Motivates families to work together in group activities
- Facilitates connection with family and significant persons in the delivery of the wellness objectives
- Provides coaching services that help define, clarify or increase understanding of problems and to help build capacities for dealing with them
- Actively participates in the continual improvement of virtual and residential curriculum and programming

Community Outreach Services

- Provide promotional presentations, conferences, workshops, and tours, etc., on CJAHC and its services to First Nations and Inuit communities, referral agencies/organizations, and other interested parties
- Create and provide educational presentations based on community substance use (i.e. marijuana, solvents, drugs, etc.) to schools and community groups
- Undertake and report aftercare follow-up from virtual and residential treatment while visiting home communities
- Provides services for clients at risk with the purpose of encouraging and supporting them to make choices that improve their quality of life and a healthy lifestyle free of substance use.
- In collaboration of outreach efforts, travel is required to connect and build relationships with families and Indigenous communities, referral agencies/organizations and other interested parties
- Establish positive working relationships with First Nations and Inuit Communities by contacting and visiting their social or referral workers to create community profiles, needs assessments, and gather applicant referrals (including other provinces, territories)
- Create a monthly calendar of youth and family community outreach events and contests locally and abroad (i.e. cultural ceremonies, beading, sewing, music lessons, and wood working etc.)
- Provides safe transportation for applicants for outreach activities as necessary

Clinical Services

- Collaborate in developing and implementing the delivery of virtual services to participants with substance use and concurrent disorders while maintaining supportive youth, family and community relations
- Participate in planning and conducting research on current trends in all aspects of the prevention and treatment of substance use and concurrent disorders
- Make recommendations on extracurricular activities that are of interest to the families and that will enhance their life skills
- Ensure the completion of midway check-ins and end of virtual program satisfaction surveys

- Maintain an electronic client file and ensure regular audit for accuracy and accountability
- Strong crisis intervention and de-escalation skills with the ability to maintain composure under pressure using a strength-based approach and an addictions complexity lens
- Review written incident reports and provide reporting outcomes to immediate supervisor

Client Aftercare Services

- Provide aftercare support for families to find and connect to a broad range of services and supports to meet their health and social needs in their home communities such as housing, employment, education, and parenting skills
- Follow up with families for up to two years by providing regular coaching and DUSI-R and NWA assessments as per policy

Family Intake Services (Virtual and Outreach)

- Coordinates and sends out information packages to virtual incoming clients
- Through outreach, complete all required intake forms and complete applications with potential families
- Conduct preliminary assessment such as NWA and DUSI-R and motivational interview prior to intake to determine if they are a good fit for virtual and/or residential program through community outreach applications *only*
- Reviews and updates all forms relevant to the client application process (e.g. intake package, permission forms, waivers, etc.) while completing applications through outreach
- Provide referrals for families to other programs or services as needed

Database, Reporting and Documentation

- Support and maintain the centre's database for aftercare
- Record outreach activities and statistics in the database
- Create quarterly and annual reports compiled from the database and compare statistics to the internal data integrity
- Accurately enter and maintain virtual program data in the Centre's database to support statistical reporting requirements and provide timely reports to the immediate supervisor and key stakeholders, including Indigenous Services Canada.
- Contribute and participate in monthly database user group meetings
- Ensures all client-related forms are completed and maintained in both electronic and paper filing systems (i.e. case notes, progress notes, incident reports, etc.)
- Documents participants' progress and shares progress with family and significant person's in all development sessions

Administrative Services

- Attend and participate in all trainings, team and staff meetings(huddles) as required
- Complete all paperwork as needed such as bi-weekly time sheets and leave requests
- Complete documentation of incident reports, medical reports, and case notes as required
- Complete monthly report and submit to their immediate supervisor

Professional Development

- Maintains and records necessary certifications and mandatory training requirements in a learning portfolio and submits at the annual performance review
- Seeks opportunities and attends training for professional growth and competency-building

Perform other related job duties as assigned

QUALIFICATIONS

Education and Experience

- Diploma in Social Work, Human Services OR Mental Health and Addictions Counseling
OR
 - Bachelor's degree in Social Work, Human Services OR Mental Health and Addictions Counseling
-

Other Requirements:

- Can function in a computerized environment including a working knowledge of Microsoft Office programs such as Word, Excel and PowerPoint
- Excellent verbal and written communication skills, with the ability to convey information clearly and professionally to diverse groups
- Ability to work under pressure and in crisis situations
- Must be very organized and able to multi-task while maintaining efficiency and accuracy
- Ability to function independently and as part of a team, to be flexible and adapt to change
- High level of professionalism and able to maintain confidentiality at all times
- Valid Provincial Class 4 Driver's License and Driving Record Abstract
- Must maintain a healthy lifestyle recognizing they are viewed as a role model in the Community
- Fluency in an Innu or Indigenous language is an asset
- Knowledge of Indigenous traditions and customs including natural healing is a definite asset
- Experience in Indigenous life on the land is an asset
- Must be available to work flexible hours, including evenings, based on program and community needs, and overtime as required

The Charles J. Andrew Healing Centre is accredited by the *Canadian Accreditation Council (CAC)* and as a condition of employment, the incumbent is required to participate fully in the accreditation process.

All employees of the Charles J. Andrew Healing Centre must adhere to a strict confidentiality policy and will be required to sign an *Oath of Confidentiality* and observes the *Code of Ethics Policy*.

Reports to: Program Coordinator

Virtual and Outreach Coordinator (*Print Name*)

Supervisor (*Print Name*)

Virtual and Outreach Coordinator (*Signature*)

Supervisor (*Signature*)

Date

Date

Virtual and Outreach Coordinator
August 13, 2026

CORE COMPETENCIES

Outreach Strategies: Carries out the provision of health-related information and services to a target population canvassing a community and offering health information and treatment to members of that community. Understands conventional outreach methods and applies innovative techniques while recognizing strict adherence to the laws and regulations governing outreach services

- Outreach Strategies – demonstrates a high level of ability in applying outreach methods, techniques and innovative methods while continuing to upgrade their understanding of current research in the field
- Terminology – Understands basic research terminology related to outreach activities (such as baseline, follow up, data, instrumentation, analysis, and intervention etc.)
- Treatment – Able to describe the philosophies, practices, policies, and outcomes of the most generally accepted and supported models of treatment, recovery, relapse prevention, and continuing care for addiction and other substance-related problems in ways the client can relate to and understand
- Protocols and Policy – Understands the importance of following protocols and policy that best serve clients and does not compromise the integrity of the work
- Laws and Regulations – Understands and adheres to the laws and regulations that govern youth and family intervention and outreach activities

Clinical Competency: The ability to demonstrate a concern for the families in care and development while maintaining a results-oriented approach to the job by ensuring that work and information are complete, accurate and timely; demonstrates an understanding of coaching and substance use disorder principles

- Accountability & Dependability – takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight
- Coaching – applies a comprehensive range of evidence informed evidence styles, techniques and methodologies
- Knowledge of Abuse– demonstrates and understanding of substance use, abuse, addiction, dependency and concurrent disorders
- Facilitation – ability to facilitate family coaching in group settings using evidence-formed approaches
- Self-Management – manages own time, priorities and resources to achieve goals
- Attention to Detail – diligently attends to details and pursues quality in accomplishing tasks
- Ethics & Integrity – earns others’ trust and respect through consistent honesty and professionalism in all interactions

Ethics & Trust: demonstrates an ability to be conscientious about one’s choices and is able to apply professional code of ethics and conduct oneself so that the organization’s interest is protected and demonstrates personal integrity and implements the organization’s privacy policy.

- Ethical Behaviour – demonstrates a high standard of ethical behaviour and utilizes sound judgment
- Builds Trust – is capable of building trust by being accountable, demonstrating respect, open communication and being dependable
- Integrity – is able to demonstrate model behavior (role model) to supervisor, co-workers and families
- Utilitarian – ethicists and emphasizes ethical action that provides the most good or does the least harm for the most people
- Rights – demonstrates a commitment to protecting and respecting rights of families and employees
- Fairness – shows a commitment to treat everyone fairly, equitably and consistently
- Virtuous – upholds dispositions and habits that enable others to act according to the highest potential and on behalf of our values

Cultural Diversity: The ability to interact effectively with people of different cultures and socio-economic backgrounds, particularly within First Nations and Inuit communities/societies; demonstrates a willingness to embrace cultural differences and practices; encourages and supports family's cultural development and learning respecting and recognizing the diversity within the community.

- Family Diversity – utilizes appropriate methods of interacting effectively and professionally with others who are from diverse cultural, socioeconomic, educational, sexual orientation, lifestyles and physical abilities
- Cultural Knowledge – has a basic understanding of Innu or First Nations and Inuit histories, languages, cultures, ceremonies and traditions
- Cultural Support & Access – promotes opportunities for cultural learning and supports personal cultural development for families and co-workers
- Work Environment – helps create a work environment that embraces and appreciates cultural diversity by being supportive and respectful while learning about the value of cultural differences in the workplace
- Cultural Development – demonstrates a personal commitment to personal growth in the ongoing acquisition of knowledge relating to Innu or First Nations and Inuit's culture, spirituality and language
- Cultural Protocol – understands Innu or First Nations and Inuit protocols and ensures local protocol is honored and followed in the provision of ceremonial feasts and other ceremonies

Family Treatment and Development: Demonstrates an understanding of how youth, in particular adolescents, learn, develop, and acquire language and creative expression in each of the domains: physical, social, emotional, cognitive and special needs; ability to create an engaging learning environment for families that includes participation in planning and evaluation of the curriculum and learning environment

- Adolescent Development – demonstrates a thorough knowledge of the physical, cognitive social and emotional development of adolescents and understands how developmental variables affect adolescent behaviors
- Person Centered Planning – ability to assess goals, interests, past experience, learning styles, academic skills, assets, independent living skills, and needs in the development of treatment plans for families
- Learning Environment – Implements engaging, hands-on experiences in areas of the curriculum and recognizes that these experiences should apply across all areas of development (e.g., cognitive, social, emotional) and all aspects of the curriculum
- Communication – able to effectively communicate observations with supervisor and relevant staff regarding family development progress and barriers in a clear and supportive manner, while maintaining confidentiality

Interpersonal Skills: Demonstrates the ability to develop collaborative relationships with internal co-workers, external partners and youth clientele; interacts with others in a way that gives confidence and fosters an environment that is positive and constructive; able to inspire and motivate the clinical team through positive and effective communication and feedback

- Relationship Building – builds constructive working relationships characterized by a high level of cooperation and mutual respect
- Interpersonal Relations – demonstrates open and effective communication and relates to others in a positive open manner
- Interpersonal Awareness – shows empathy to others, listens well and responds in a non-threatening way

- Integrity and Respect – demonstrates respect of others and for clinical principles while maintaining a positive and supportive work environment that promotes transparency, open communication and accountability
- Communication skills – knowledge and abilities to perform a range of communication activities with individuals, families, groups, communities, staff, colleagues and internal and external programs and organizations
- Listening – actively gives their attention to others in order to hear, understand and interpret the conversation
- Confidentiality – respects the confidentiality of information or concerns shared by others

Communication: Clearly conveys and receives information and ideas through a variety of media to individuals or groups in a manner that engages the listener, helps them understand and retain the message, and invites response and feedback. Keeps others informed as appropriate and demonstrates effective written, oral, and listening skills.

- Communication skills – knowledge and abilities to perform a range of communication activities with individuals, families, groups, communities, staff, colleagues and internal and external programs and organizations
- Speaking – selects appropriate methods for communication and conveys ideas and facts orally using language the audience will best understand. Presents information clearly, concisely and logically. Focuses on key points
- Listening – understands and learns from what others say and addresses concerns or issues expressed by clients, staff, community members and other key stakeholders
- Writing – conveys ideas and facts in writing using language the reader will best understand. Maintains logs, files and other reports as needed.
- Reading Comprehension – grasps the meaning of information written in English and applies it to work situations. Can interpret complex, technical, professional or legal information and publications

Problem Solving: Ability to anticipate problems; sees the potential impact and gathers information in addressing its solution by weighing the alternatives against objectives and arrives at reasonable decisions; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner

- Difficult Situations – is able to assess and resolve difficult or complicated challenges or situations
- Problem Analysis – capable of framing problems before trying to solve them by breaking them down to all of their facets, including hidden or delicate aspects
- Insight & Options – shows insight into the root-causes of problems. Generates a range of solutions, courses of action with benefits and risks associated with each
- Thinking ‘outside the box’ – probes all fruitful sources for answers and thinks ‘outside the box’ to find options; able to use the good ideas of others to help develop solutions and seeks advice from those who’ve encountered similar problems

Collaboration and Teamwork: Ability to build constructive working relationships with co-workers, families and others that develop effective working relationships that meet the individual, group or organization goals and objectives; demonstrates a behavior in a manner that is professional and appropriate while participating as a contributing member of the treatment/clinical team; capable of working cooperatively with other team members, actively engages them and, shares information as appropriate

- Relationship Building – ability to build constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect

- Teamwork – demonstrates a commitment to teamwork by promoting cooperation and commitment within the team to achieve goals and deliverables
- Defuse Disputes – effectively helps others resolve issues or conflicts
- Commitment – promotes cooperation and commitment within a team to achieve organizational goals and deliverables
- Support – actively seeks opportunities and assists others in reaching their personal, professional and work goals and duties
- Team Unity – encourages team unity through sharing information or expertise, working together to solve problems, and putting organizational success first.
- Joint Ownership – capable of engaging others and ensures joint ownership of goals, achievements and effort

Planning and Organization: demonstrates the ability to plan, organize and implement cultural activities, workshops and events while being able to establish and meet targets and objectives; Ability to adjust activities and work priorities in light of changing circumstances while meeting position responsibilities in a timely and efficient manner; Able to assist in work plans and able to understand the time and resources necessary to deliver the work.

- Organize tasks – able to identify the sequence of key tasks needed to achieve the work while maintaining focus on the assigned outcomes of the work plans and family's needs
- Planning – able to contribute assist in work plan development that identify clear goals and objectives that are consistent with the cultural development and needs of the families and monitors and evaluates the outcomes
- Schedules and time management – contribute to realistic daily, weekly, monthly and annual schedules for cultural activities and adhere to timelines
- Flexibility – able to understand and foresee risks and recommend adjustments while identifying program priorities and contribute to changes as required
- Initiative – ability to assess situations and demonstrates a commitment to take action and initiate things independently
- Results Focus – consistently achieves workplace targets, goals and objectives and meets expectations and performance levels

Safe Transportation: Demonstrates a commitment to family safety by applying knowledge of safe driving techniques and traffic regulations, injury prevention procedures & rules and appropriate mechanical maintenance of the CJAHC passenger carrying vehicle. Ensures the daily inspection of the condition of the vehicle prior to the provision of services and is kept in a safe and tidy repair at all times. Demonstrates a knowledge of all traffic laws & regulations and adheres with CJAHC policies regarding the use of mobile phones & devices and smoking while operating CJAHC vehicles.

- Professional Driving – demonstrates commitment to maintain a high degree of professional driving practices by meeting all health and safety requirements on a yearly basis
- Traffic Safety – demonstrates knowledge of traffic laws and regulations in the operation of the CJAHC passenger carrying vehicle and compliance with the rules governing driving hours
- Family Safety – demonstrates a commitment to family service and safety by following safe driving practices and procedures for the transportation of families
- Tools and Equipment – Knowledge and ability to use common tools and equipment for performing minor maintenance tasks including practices associated with preventive maintenance (e.g. checking oil, tire pressure, changing tires, etc.)
- Safety Accidents – demonstrates knowledge of CJAHC procedures to ensure all safety accidents/incidents are reported promptly
- Emergency Practices – ensures a full understanding of emergency measures and practices for families in the event of any accidents or incidents

Stakeholder Engagement: responds appropriately to greetings and requests by families and staff; developing and sustaining productive work relationships; demonstrates an attention to detail and care

- Service Oriented – conveys a commitment to their work and a duty of care to the families and co-workers
- Working Relationships – capable of establishing and maintaining effective and harmonious working relationships with youth families, staff and the general public
- Responsiveness – willingness to help families and co-workers and provide prompt service
- Respect - treats everyone with courtesy, respect and consideration
- Communicates – communicates in a clear and pleasant manner; listens actively and genuinely
- Growth - demonstrates an active willingness to learn and grow
- Integrity - displays integrity