



Yarrow Intergenerational Society for Justice

400-268 Keefer Street
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236-808-1191
yarrowssociety.ca

Job Description: Chinese Seniors Outreach Worker

SUMMARY OF POSITION

The Chinese Seniors Outreach Worker is a multilingual, bi-cultural senior services provider providing free service to eligible clients who are low-income, non-English speaking, and residents of the Downtown Eastside. The Outreach Worker supports clients by coordinating volunteers to provide language interpretation and facilitate cross-cultural understanding with health practitioners. The Outreach Worker also provides follow-up support for seniors who access our drop-in hours with health, housing, and income issues to meet their basic needs.

The Outreach Worker builds close relationships with seniors as they navigate health and other challenges. They work with seniors to navigate and overcome language and cultural barriers to services, while supporting their independence and sense of agency.

This position reports to the Operations and Programs Managers, working closely with the second Chinese Seniors Outreach Worker. They will work from a feminist, anti-oppressive, and trauma-informed perspective.

DUTIES AND RESPONSIBILITIES:

Outreach & Casework:

- Manage medical accompaniment and casework program, including: intake of service requests and clients, scheduling appointments, sharing relevant resources, and updating database with all details
- Work with seniors to meet their basic housing, health, and income needs
- Facilitate senior service drop-in hours on a quarterly basis (1 hour) at the Yarrow office in Vancouver's Chinatown

- Answer referral questions from non-client community members and community partners briefly
- Support senior community members to navigate the healthcare system and health-related appointments, particularly communicating with seniors before and after their medical appointments, vaccinations, surgeries, etc.
- Encourage seniors to socialize safely with each other
- Empower senior community members to make their own health decisions and implement them, building deeper relation-building to promote conversations on mortality, spirituality/mental resilience and health justice awareness
- Co-deliver Yarrow services workshops in Cantonese or Mandarin to seniors on topics such as the limits of Yarrow's services, health science literacy, civic engagement and understanding of different levels of government responsibility

Administration

- Work with other Outreach Worker to ensure the caseload is manageable
- Update and maintain seniors' case files, statistics reporting to funders, office signage, online flyer, and the work phone voicemail
- Maintain and track a schedule of appointments for medical accompaniment and casework programs
- Work with staff team and partners to identify gaps and opportunities to improve access to health care, mental health support and health justice for non-English speaking seniors in general group settings, supported by other staff

QUALIFICATIONS/REQUIRED SKILLS:

- Oral proficiency in English and Cantonese and/or Mandarin, is required
- Demonstrated familiarity with the provincial health care and housing systems, as well as other relevant social services
- Familiarity or experience working with CRM software is an asset
- Must have a strong working knowledge and analysis of the issues impacting seniors in Chinatown and the DTES, including poverty, racism, and inequitable access to health care services and seniors' social services
- Excellent interpersonal and communication skills, active listening skills, and ability to navigate difficult conversations
- Knowledge of conflict resolution and mediation techniques
- Candidate must work from strong feminist analysis and within an anti-oppression framework
- Efficient organizational skills, including record keeping, scheduling, and

- problem-solving abilities
- Demonstrated administrative skills, including report writing, and IT aptitude in Asana, Discord, and Google Suite
- Culturally competent, active and trusted member of the Chinese community
- Commitment to promoting a culturally safe, anti-oppressive, and low-barrier learning environment
- Emergency First Aid and CPR A

Reports To

Programs Manager and Operations Manager

HIRING DETAILS

Full-time Contract Position

- \$27/hour for 40 hours/week
- Competitive extended health, dental, and life insurance plan
- Duration: Through March 2025, with possibility of extension

To apply, please email your resume and cover letter to the Board of Directors at board@yarrowsociety.ca.

Thank you for your interest. Applications will be reviewed as they are received. Should you be short-listed, staff will follow up to schedule an interview.

Yarrow strives to create a workspace that reflects the diversity of identities and lived experiences we work alongside. We strongly encourage applicants with lived experience of structural inequity to apply, and in particular, those who are QTBIPOC (Queer, Trans, Black, Indigenous and People of Colour) & 少數民族 (non-Han ethnic minorities) & 臺灣原住民 (Indigenous peoples of Taiwan).