



## Yarrow Intergenerational Society for Justice

400-268 Keefer Street  
Vancouver, BC V6A 1X5  
236-808-1191  
yarrowsociety.ca

### Job Description: Chinese Seniors Outreach Worker

The Chinese Seniors Outreach Worker is a multilingual, bi-cultural senior services provider providing free service to eligible clients who are above 45 years old, 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.

#### DUTIES & RESPONSIBILITIES

##### OUTREACH DUTIES:

- Manage medical accompaniment and casework program, including: intake of service requests and clients, scheduling appointments, and sharing relevant resources
- Work with seniors to meet their basic housing, health, and income needs and maintain their cases (primarily through the phone at the moment)
- Facilitate weekly senior service drop-in hours (1 hour a week) at the Yarrow office in Vancouver's Chinatown, depending on COVID-19 safety guidelines
- 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 safely, in the first three months of contract if it's safe and possible, Yarrow services workshop 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

#### ADMINISTRATIVE DUTIES:

- 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
- Maintain communication with staff and volunteers through Google Drive and Slack

#### QUALIFICATIONS & ASSETS

- Ability to speak, read and write English and a Chinese language; applicants trilingual in English, Cantonese, and Mandarin are an asset
- Have anti-oppressive and social justice oriented framework with understanding about settler-colonialism, eugenics, ageism, ableism, cisheteropatriarchy, sexism, and racism, or willingness to learn more about these theories
- Minimum one year of experience providing social services for seniors and/or Downtown Eastside residents preferred
- Commitment to maintaining professional standards, boundaries, and confidentiality
- Strong decision-making, teamwork, organizational abilities, written and verbal communication, critical thinking, time management, and conflict resolution skills
- Ability to create a safe and welcoming environment for clients to discuss mental health and women's health issues
- Ability to culturally adapt and deliver community-based health promotion resources (ie. mental health, pandemic, etc)
- Interest and commitment to health equity and access
- Ability to use Slack, Google Drive, and Asana

## HIRING DETAILS

- \$26/hour, 20 hrs/week
- Competitive extended health, dental and life insurance plan
- Duration: through to March 2023, with a high likelihood of being extended, pending confirmation from funders

## APPLICATION PROCESS

Email your resume to [board@yarrowsociety.ca](mailto:board@yarrowsociety.ca) by Friday, 11 February 2022 at 11:59 pm. Internal applicants will be prioritized, but all are encouraged to apply. Staff will follow up with and email shortlisted candidates to schedule a short 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 Black, Indigenous, People of Colour and/or LGBTQ2SIA+ people.