



JOB DESCRIPTION – OUTREACH AND ENGAGEMENT COORDINATOR

Terms of Employment:	As Discussed	Department:	Program
Position Type:	Outreach Support Worker	Reports To:	National Program Team – Special Projects

THE OPPORTUNITY:

The primary responsibility of the Outreach and Engagement Coordinator is to build meaningful relationships with individuals experiencing addiction (clients), including those who may be marginalized, unhoused, or in need of support and resources. The role is based at the Teen Challenge Canada Addiction Recovery Office, an inner-city hub serving the addiction recovery community. A key focus of this position is the coordination and facilitation of recovery-focused support groups, peer support initiatives, and volunteer-led programming that fosters community connection, accountability, and long-term recovery. Additional responsibilities include creating and maintaining a safe, caring, and supportive environment, while coordinating volunteers, community partnerships, and programming that enhance the overall impact of the Addiction Recovery Office.

THE CULTURE:

We continue to focus and help create an environment where employees, clients and visitors are treated with dignity and respect. Fairness, individual development and recognition, teamwork, support for family and community are all hallmarks of Teen Challenge's workplace. We are committed to doing meaningful work on a motivated team. With passionate staff across Canada, we aim to continually strengthen our community of care and responsibility, grounded in mutual respect, by daily upholding our Christian values and enhancing teamwork to serve our clients better.

JOB DUTIES & RESPONSIBILITIES:

- Demonstrate willingness and ability to work in alignment with the mission, vision, and core values of Teen Challenge Canada
- Build trusting relationships with individuals experiencing addiction, as well as those seeking information about Teen Challenge programs through the Community Office
- Maintain a working knowledge of addiction and mental health issues, as well as the Teen Challenge program and its application process
- Facilitate various support groups using Teen Challenge curriculum, including peer support, aftercare recovery groups, and other group formats as required
- Recruit and support volunteers to facilitate groups
- Support and encourage clients' spiritual growth and development
- Maintain a safe, clean, and welcoming environment for clients and the general public
- Advocate for clients to access outpatient counselling and participate in therapy groups through specialized staff or external services
- Support outreach and program development initiatives, such as Sunday morning outreaches (1–2 per month)

other duties as assigned

QUALIFICATIONS:

- Minimum Grade 12 diploma or equivalent
- Post-secondary education in social work, human services, addictions, or mental health is considered an asset
- Minimum of 2 years' experience working with individuals experiencing addiction and vulnerable populations, or a demonstrated commitment to this field
- Strong group facilitation skills

- Basic knowledge of the Bible
- Valid Canadian driver's license with a clean abstract
- Current First Aid and CPR certification
- Crisis Prevention Intervention (CPI) and ASSIST certification are considered assets
- Proven ability to mentor, motivate, and inspire clients
- Strong service orientation with a friendly and professional demeanor when interacting with the public and colleagues
- Excellent interpersonal skills, with the ability to work effectively in a diverse environment

WORKING CONDITIONS:

- Work is conducted both indoors and outdoors
- Intermittent physical activity, including walking, standing, sitting, and lifting
- Work environment may range from calm to fast-paced depending on daily activities

OUR VALUES:

We Are Christian - We believe that God is the catalyst for change for people with life-controlling drug and alcohol problems.

We Are Committed To Those Who Are Addicted - We believe that a balance of love, accountability and training are required to prepare the individual for successful re-entry into society.

We Value People - Our clients, donors, staff, volunteers, churches, board members and advisory councils are appreciated and worthy of respect and honour.

We Are Stewards - We are committed to managing wisely all resources entrusted to us recognizing that we are ultimately accountable to God.

There Is Hope! - Life-controlling addictions can be permanently overcome!

Approved By:	Director of Centre Operations
Date Approved:	November 2025
Date Reviewed:	June 24, 2026