



Position Title: Community Housing Support Worker

Pay Range: \$18.11-\$23.21

Department: Support Services

Reports to: Manager of Outreach Services

How to apply: Please send your Cover letter and Resume to Resumes@pacificahousing.ca by September 19, 2017 at 4:00pm.

Start date: ASAP

Organizational Focus:

As a non-profit charitable organization, Pacifica Housing's vision is *better lives through affordable homes and community connections*. Our mission is to be a leading innovative provider of affordable homes and support services that contribute to the independence of individuals and families.

The Community Housing Support Worker assists outreach clients housed through private market partnerships, in maintaining adequate and affordable housing.

Employee Benefits:

- Medical Service Plan (MSP) Coverage
- Extended Health Plan
- Extended Dental Plan
- Registered Retirement Savings Plan (RRSP) Matching Program
- Employee Assistance Program
- Discounted Gym Membership

Position's Primary Objectives:

This position provides housing related case management services for outreach clients who require ongoing support by:

- assisting clients identified by Pacifica's outreach services, to obtain and successfully maintain adequate and affordable housing in the private market;
- responding quickly and effectively to address issues, such as damages to a unit, conflict with a landlord or other issues that might potentially impact a tenant's housing status;
- maintaining successful relationships with landlords including coordinating move-outs, storage, clean-up, damage repairs.

COMMUNITY HOUSING SUPPORT WORKER

Key Responsibilities:

1. Evaluates and monitors information pertaining to tenants to identify tenant needs and any risks to obtaining accommodation and maintaining tenancy, including:
 - interviewing and observing clients' behaviours to gather insights and information relevant to individual circumstances, problems and issues;
 - developing viable options for accommodation;
 - liaising with private landlords to promote and secure housing for individuals living with mental health and/or addictions etc.;
 - mediating between landlords and tenants as necessary;
 - advocating on behalf of clients with landlords, social service agencies, ministry workers and Mental Health case managers;
 - linking clients to crisis centres and other appropriate community resources, agencies or government ministries.
2. Maintains positive relationships with private sector landlords, including:
 - responding quickly and effectively to tenancy issues such as damages to the unit, problems with hygiene, bed bugs, hoarding etc.;
 - coordinating move outs, storage, clean-up, damage repairs and painting, within approved budgeted amounts.
3. Participates as a team member, including:
 - preparing both oral and written reports, completing case notes and correspondence and maintaining statistics;
 - assisting in problem solving and case co-ordination in collaboration with operations staff;
 - providing information on Pacifica Housing services to other community service providers, resources and professionals;
 - assisting in the development and implementation of policies and procedures;
 - assisting with fundraising and special events as required;
 - supporting practicum students or volunteer placements.
4. Performs other related duties as assigned

Qualifications (minimum Education and Experience requirements):

Education:

- Diploma or Bachelor degree in Social Work or Psychology, OR Counselling, Mental Health or Addictions Worker qualifications or other related social services field from college or university
- Conflict resolution/crisis prevention training and experience required

Experience:

- Minimum of two (2) years recent related experience

COMMUNITY HOUSING SUPPORT WORKER

Note: An equivalent combination of education and experience may be considered.

Knowledge, Skills and Abilities:

- Demonstrated knowledge of the impacts of addiction, mental health, homelessness and poverty
- Demonstrated ability to work with individuals who have multiple barriers to stable housing
- Demonstrated ability to work independently and be part of an integrated community team
- Knowledge of the psychosocial rehabilitation model
- Knowledge of local community resources
- Awareness of harm reduction and 'Housing First' theory and practice
- Demonstrated conflict management/crisis prevention skills
- Ability to communicate effectively both verbally and in writing with clients, staff and community professionals
- Proficient in MS Office programs including Word, Outlook and Excel

Additional Criteria for Role:

- First Aid Certification is required
- Completion of a Criminal Record Check through the Ministry of Justice is required
- Must have valid driver's licence and access to a reliable vehicle with a minimum of \$2 million liability 'business class' insurance

Behavioural Competencies Assigned to the Role:

Core Competencies

Caring: Intermediate

Creative: Intermediate

Responsible: Intermediate

Role-Specific Competencies

Relationship Building: Intermediate

Self-Management: Advanced

Decision Making: Intermediate