



**Position Title:** Part-time Housing Support Worker      **Pay Range:** \$18.11-\$23.21  
**Reports to:** Manager of Supported Housing      **Department:** Support Services

**How to apply:** Please send your Cover letter and Resume to [Resumes@pacifichousing.ca](mailto:Resumes@pacifichousing.ca) by September 15, 2017 at 4:00pm.

**Start date:** ASAP

**Hours:** Sunday & Monday, 8am-8pm, with a one hour unpaid break  
Tuesday, 2pm-12am, with a half hour unpaid break

**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.

Housing Support Workers function as part of a team to provide comprehensive on-going support services to the tenants in Pacifica's Supported Housing programs.

**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:**

Housing Support Workers are accountable for delivering programs and services to tenants to support their success as residents of Pacifica Housing, including:

- Delivering client-centered support services and programs following a "housing first" philosophy to tenants as part of a dedicated team;
- Following prescribed policies and procedures associated with Property Management;
- Advocating on behalf of tenants with community agencies.

### Key Responsibilities:

1. Provides individualized, client-centred support to tenants, including:
  - preparing, documenting, implementing, monitoring and evaluating personalized support plans with each tenant;
  - assisting with case management by identifying potential problems and reporting any difficulties;
  - providing input to counsellors and other professionals with regard to the development of appropriate program plans;
  - monitoring client mental health and addiction issues and determining when to provide additional support;
  - recognizing, analyzing and responding to potential emergency situations such as aggressive/anti-social behaviours to ensure no harm comes to the tenant, the staff, other tenants or the public;
  - encouraging and facilitating tenant participation in decision-making regarding housing and support policies and practices;
  - providing life skills training such as meal preparation, housekeeping, personal care and personal self-management skills;
  - assisting tenants in navigation of Ministry services;
  - assisting tenants with financial management including co-ordinating with the Public Trustee, budgeting and ensuring rent and damage deposits are made;
  - contributing to the evaluation of tenants' progress and preparing related reports;
  - supervising and supporting tenant participation in the Work Program;
  - liaising and actively planning with community resources including Assertive Community Treatment (ACT) teams, mental health and health care practitioners, police and emergency services;
  - coordinating referrals to essential services and programs for tenants;
  - providing transportation for a wide variety of on-site and off-site programming including life skills and recreational activities; attends appointments with tenants such as medical, psychiatric, counseling etc. (building specific);
  - providing support to tenants experiencing health issues including end of life support;
  - advocating for tenants who may be challenged with discrimination in the community;
  - providing transition support for tenants moving in or out of supported housing.
  
2. Performs a variety of property management related functions, including:
  - coordinating maintenance related requests with the Property Management team;
  - providing direct assistance to tenants preparing for pest control or maintenance/repair activities;
  - assisting with minor repairs and maintenance (such as light bulb changes), as required.
  
3. Performs administrative responsibilities, including:
  - maintaining reports such as statistics, logbooks, tenant daily activity records;
  - preparing Incident Reports for staff follow-up and for the Occupational Health and Safety Committee;
  - assisting the Manager with the development of protocols, policies, procedures and/or proposals;
  - assisting in fundraising, public relations campaigns, workshops and special events.

4. Other related duties, including:

- maintaining regular contact with, and providing back-up for team members and other staff as required;
- participating in community meetings including coordinating individual case conferences.

**Qualifications (minimum Education and Experience requirements):**

**Education:**

- A degree or diploma in a related human/social service field required
- Conflict resolution/crisis prevention training and experience required

**Experience:**

- A minimum of 2 years recent and related experience preferably in the non-profit housing sector or in a related social service field
- Demonstrated experience working successfully with populations impacted by homelessness, addictions, mental health issues and/or other barriers to stable housing

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

**Knowledge, Skills and Abilities:**

- Working knowledge of the Residential Tenancy Act
- Knowledge of the psychosocial rehabilitation model
- Demonstrated ability to manage and balance role responsibilities and interpersonal dynamics in a fast paced, high pressure environment
- Working knowledge of harm reduction and Housing First theory and practice
- Proficient in MS Office programs including Word, Outlook and Excel

**Additional Criteria for Role:**

- Available to work varying shifts
- First Aid Certification is required
- Completion of a Criminal Record Check through the Ministry of Justice is required
- Valid driver's licence and access to a reliable vehicle with a minimum of \$2 million liability 'business class' insurance is an asset

**Behavioural Competencies Assigned to the Role:**

**Core Competencies:**

**Caring:** Intermediate

**Creative:** Intermediate

**Responsible:** Intermediate

**Role Specific competencies:**

**Self-Management:** Intermediate

**Communication:** Intermediate

**Relationship Building:** Intermediate