



Position Title: Housing Support Worker **Pay Range:** \$18.11-\$23.21
Reports to: Manager of Supported Housing **Department:** Support Services
Location: Medewiwin, 360 Gorge Rd E **Start Date:** ASAP

Hours: Week 1: Wednesday to Saturday, 7:30am-6:30pm
Week 2: Wednesday 9am-12pm and Thursday to Saturday 7:30am-6:30pm

How to apply: Please send your Cover letter and Resume to Resumes@pacificahousing.ca by January 18, 2018 at 11:59pm.

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

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;

HOUSING SUPPORT WORKER

- 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:

- 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 and at different sites
- 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