



Position Title: Housing Support Worker
Reports to: Manager of Supported Housing
Location: Uplands Walk- Nanaimo

Pay Range: \$18.11-\$23.21
Department: Support Services

How to apply: Please send your Cover letter and Resume to Resumes@pacificahousing.ca by April 23, 2018 at 4:00pm.

Start date: May 1, 2018

Hours: Tuesday to Thursday, and every second Friday from 6:30pm to 5:30am.

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:

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- 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;

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- 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

Equity Statement:

Pacifica Housing is an equity employer and encourages applications from women, persons with disabilities, members of visible minorities, Aboriginal Peoples, people of all sexual orientations and gender identities. All qualified individuals who would contribute to the further diversification of our organization are encouraged to apply.