



TEAM LEAD OF MOTEL LIAISON PROJECT

Position Title: Team Lead of Motel Liaison Project

Department: Support Services

Reports to: Manager of Outreach Services

Pay Range: \$26-27/hour

Contract: Starting ASAP, ending August 31st, 2020

How to Apply: Please e-mail resumes@pacificahousing.ca by August 5th, 2020 at 4pm.

Organizational Focus:

Pacifica Housing Advisory Association (Pacifica Housing) has been providing safe and affordable homes for almost 35 years and is one of the largest non-profit housing providers on Vancouver Island. As a 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.

Pacifica Housing is a rapidly growing organization dedicated to meeting the housing and support needs of our community. As such, we are committed to building up our fast-growing team with a culture that supports and drives our people and reinforces our team with caring, responsible innovators. Pacifica owns and/or operates 37 properties in addition to a number of programs. The annual budget is approximately \$16M and the total staff complement is around 160 employees.

As a member of the Outreach Services team, the Team Lead of Motel Liaison Project focus is to assist the homeless community that is temporarily moved into two motels in the City of Victoria to meet the mandate of social distancing and self-isolation during the current COVID-19 pandemic. The Team Lead of Motel Liaison Project will be working closely and in collaboration with BC Housing and the Coordinated Access and Assessment Committee to move homeless community members into the designated sites.

Position's Primary Objective:

The primary focus of this position is to lead and support the Motel Liaison Outreach Workers in assisting the homeless community of Victoria to accomplish the mandate set out by the BC Government in assisting individuals on the streets to social distance and self-isolate during the pandemic. This will be possible by assisting clients in moving in to temporary housing shelter and supporting them to maintain isolation and follow health recommendations in the hotel through the process.

Key Responsibilities:

- I. Provides a range of support services to clients, including:
 - conducting regular health and safety checks to clients;
 - conducting support through direct one-to-one consultations with clients;
 - providing guidance, crisis intervention, as well as referral services to other community agencies, including application for income assistance;
 - establishing a rapport and building trust with clients;
 - supporting clients by providing educational materials and guidance;

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- providing referrals to appropriate community resources, agencies or government ministries as dictated by needs assessment;
 - providing emergency referrals to appropriate services (e.g. detox, EMHS, Hospital, police) and following up on referrals made on behalf of clients;
 - encouraging clients to properly sanitize and social distance; and
 - ensuring that the clients follow the self-isolation protocol and Island Health will have staff to support onsite.
2. Develops and maintains supportive on-going working, professional relationships with community members, clients, and hotel owners/staff, including:
- supporting hotel staff with meal delivery to clients;
 - assisting with clean up of food packaging;
 - supporting hotel staff by encouraging guests to correctly and safely put their sheets, towels and garbage outside the door; and
 - providing client support, to support isolation plans, and liaise with in-reach health support workers.
3. As a member of the Outreach team, performs a variety of administrative duties, including:
- liaison between BC Housing, service agencies, and motel staff;
 - providing on-going updates in both oral and written form to BC Housing and Pacifica Housing on the status and work being done at motels;
 - attending weekly team meetings to debrief liaison progress, provide and receive peer support, provide up-dates on community status and exchange information on community resources;
 - maintaining concise and accurate client files including current liaison notes and information about each client's progress; and
 - maintaining the BC Housing Data Base and all associated processes such as reports and confidential documents.
4. Providing specialized support to Motel Liaison Outreach Workers in the delivery of programs and services to the clients in the Motel's by:
- providing senior-level support to the team including the resolution of difficult/complex client issues, debriefing of critical incidents and case management consultation; and
 - assisting, as needed, in scheduling staff, managing absences and coverage, and resolving related issues.
5. Undertaking special projects as assigned and perform other related duties as required.

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 two (2) years recent related experience

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

Knowledge, Skills and Abilities:

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- 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:

- Completion of a Criminal Record Check with the Vulnerable Sector is required before employment commences.
- First Aid Certification is required.
- Must have valid driver's licence and access to a reliable vehicle with a minimum of \$2 million liability 'business class' insurance.

Pacifica Housing advises all employees, contractors and volunteers of the risk of violence, injury and harm that is present in the execution of their duties. Pacifica Housing is committed to providing a safe and risk-free work place, however, we acknowledge the inherent risk in social housing and direct support work while in homes and in other support relationships.

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

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.