

CITY OF HAMILTON

CITYHOUSING HAMILTON (PARTNERSHIP DEVELOPMENT & SUPPORT SERVICES - LOCATION – 181 MAIN ST. W.)

TENANT SUPPORT WORKER - CHH – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Partnership Development & Support Services, the Tenant Support Worker (TSW) is a member of the Partnership Development & Support Services multidisciplinary team. The primary purpose of the role is eviction prevention. TSWs provide tenants with the support, education, advocacy and social navigation necessary for them to live independently and maintain successful tenancies. TSWs link tenants facing a wide variety of struggles (arrear, mental or physical health concerns, addictions, etc) to the community resources that will allow them to remain housed, build capacity, and improve overall quality of life. TSWs conduct assessments, facilitate referrals to community service agencies, assist with conflict resolution, provide crisis intervention where necessary, and help tenants understand the often complex CHH policies that can affect their tenancies.

TSWs foster tenant engagement and community development within CityHousing Hamilton communities by consulting with the Partnership Development Advisor, assisting with Tenant Led Groups and promoting new and existing social and wellness programs. TSWs build and maintain relationships and regularly network with outside agencies, community partners and organizations to advocate for CHH's diverse and often vulnerable tenant populations.

TSWs work collaboratively with the CityHousing Hamilton Property Management Team, all other departments within CityHousing Hamilton/City of Hamilton and a wide variety of community partners, agencies and organizations.

GENERAL DUTIES

Assesses, investigates, resolves and/or refers issues and concerns of a diverse and often vulnerable tenant population.

Provides eviction prevention support where eviction is imminent due to arrears and/or social behaviours including communication through letters, door knocking and face to face interviews.

Triages risks to tenancy; intervenes and/or mediates in social behaviour situations; liaises with Pest Control; works with tenants around excessive clutter issues.

Completes in-home visits with individuals and/or family members/other agency staff to assess needs and puts a plan in place to ensure resolution of the problem in collaboration with property management staff, other CHH departments and community agencies.

Reduces client barriers to health, social, financial, addiction, recreational and educational programs and supports through advocacy both within CHH and with community agencies.

Coordinates, establishes and supports, in consultation with the Partnership Development Advisor, the development of Asset-Based Community Development and Tenant Engagement initiatives and programs. Collaborates with the Partnership Development and Support Services team to increase tenant interest, engagement, commitment, involvement and participation in the services and programs provided to them.

As a representative of CityHousing Hamilton, actively participates in community and in-house initiatives, multi-agency networking/case conferencing to ensure effective service delivery for hard to serve individuals. Provides support, crisis intervention, mediation and referral services to tenants through various efforts including, but not limited to, excessive clutter reduction, eviction prevention, annual subsidy renewal paperwork collection, facilitation of exceptional circumstances transfers, unit modification requests, referrals to community-based support services, and clarification of complex policies and processes.

Assists tenants with completing requests for “Special Priority/Urgent” status through Access to Housing (ATH).

Ensures strict confidentiality of all information received. Ensures all information is accurate and up to date.

Attends Landlord and Tenant Board hearings and evictions as required.

Enters data into the tenant databases (NORTHGATE). Compiles, prepares, and formats reports utilizing the Northgate system relating to all activities with tenants and completes statistical reports as required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Demonstrated thorough knowledge of social housing issues which includes related policies, programs and objectives normally obtained through a two-year Community College Diploma or Degree in Social Service Worker, Social Work or related discipline plus relevant work experience. Previous experience with social services an asset
2. Demonstrated experience working with vulnerable populations including, those living with addictions, mental, physical, cognitive and emotional disabilities, psychiatric illness, trauma, concurrent disorders, imminent homelessness etc.
3. Demonstrated solid understanding of Housing Services Act, Social Housing Reform Act 2000, Residential Tenancies Act and related legislation, along with a working knowledge of social housing operations, (including basic rent-g geared-to-income calculations), through a combination of directly related education and/or equivalent combination of work experience and education.
4. Knowledge of local community resources such as, but not limited to: LHIN/Ontario Health Teams, Ontario Works (OW), Ontario Disability Support Program (ODSP), Catholic Family Services, Children’s Aid Society (CAS), Catholic Children’s Aid Society (CCAS), Access to Housing, Alcohol Drugs and Gambling Services (ADGS), senior support services, mental health support services and community legal clinics.
5. Demonstrated ability to efficiently and effectively manage and prioritize a large caseload and high volume of tasks and duties in a fast paced, deadline oriented and constantly changing environment.
6. Demonstrated experience in eviction prevention including knowledge of arrears actions as per CHH policies and procedures. Proven ability to assess needs of tenants presenting with social, physical, mental and environmental barriers that could interfere with a successful tenancy.
7. Knowledge and experience of both Conflict Resolution and Non-Violent Crisis Intervention techniques required. Demonstrated working experience in de-escalation of crisis situations with ability to recognize, analyze and respond appropriately in emergency situations.
8. Previous experience in an interdisciplinary team environment and demonstrated ability to self-manage, work independently, set priorities, meet deadlines, take initiative and to carry out instruction without detailed direction.
9. Excellent interviewing, report writing and communication skills (written and oral). Demonstrated flexibility in adapting to change, able to set boundaries, experience in mediation, planning, triaging and organizational skills. Excellent rapport building ability (with both clients and community resources).
10. Previous demonstrated ability to work in potentially unfavourable conditions preferred.

11. Working knowledge of computer software applications (Windows, Microsoft Outlook, Word and Excel).
12. Provision of reliable transportation by the individual for use on the job.

NOTE 1:

As a condition of employment, the successful applicant(s) will be required to obtain a Vulnerable Sector Screening, at their own expense, prior to beginning work in this position.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTHY AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
