

CITY OF HAMILTON

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

TENANT SUPPORT WORKER – LEAD – CHH – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Partnership Development & Support Services, the Tenant Support Worker (TSW) – Lead is a member of the Partnership Development & Support Services multidisciplinary team. The TSW Lead maintains a small specialized portfolio comprised of the most marginalized population residing within CHH's portfolio. The TSW Lead will be responsible for complex cases where addiction and serious mental health issues are affecting individual quality of life and ability to maintain tenancies. The TSW Lead will be responsible for training, coaching and mentoring new Tenant Support Workers and working with the full team to identify its priorities and capacity.

As the CHH Support Services subject matter expert, the Tenant Support Worker – Lead can assist in all matters related to the effective delivery of support services for the CHH. This is accomplished through the provision of support, education, advocacy and social navigation. This position assists in building capacity to increase linkages and resources between tenants, CityHousing Hamilton and the community at large. TSWs provide assessments, assistance and resolution to tenant concerns and/or referral services to tenants. This role facilitates tenant engagement within the community and assists tenants to access supports which will help them to maintain living independently within their homes. TSWs work-collaboratively with the CityHousing Hamilton Property Management Team, other sections within CityHousing Hamilton/City of Hamilton and other community partners, agencies and organizations.

GENERAL DUTIES

Maintains a smaller, specialized CHH portfolio containing the most vulnerable tenants at CHH.

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

Completes in-home visits with tenants and/or their family members/advocates/community agency staff to assess need and puts a plan in place to mitigate issues and maintain tenancy wherever possible in collaboration with property management staff, other CHH sections and community agencies.

Leads working groups with TSWs to analyse current team priorities focusing on standardization of the role, identification of scope of work, and commitment to CHH's strategic planning.

Leads the TSW team in case conferencing to discuss eviction prevention strategies, to assist TSWs with problem solving complex cases, and to ensure quality customer service. This utilizes decision making skills, an expert knowledge of the RTA, LTB, CHH policies, procedures and processes, and current community agency resources and referral criteria.

Provides oversight, direction and support to new hires, students and TSW team through training, mentoring and coaching. Identifies and assists in the professional development of staff and students.

Works with the Partnership Development Advisor and Tenant Support Workers to increase tenant engagement and involvement in the services and programs provided to them. Works with the team, tenants and community partners to determine if current partnerships can be expanded and/or where new ones can be developed.

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

mediating in social behaviour situations; liaising with Pest Control; working with tenants around excessive clutter issues and arrears.

Provides assistance, policy clarification and advocacy to tenants, staff and community agencies to reduce tenant barriers to health, social, financial, addiction, recreational and educational programs.

Participates in and recommends changes on policies, procedures and business processes that may impact CHH's standards of service delivery and/or customer service.

As a representative of CityHousing Hamilton, actively participates in in-house and community initiatives, networks and 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, facilitation of transfer requests including exceptional circumstances transfers, and referrals to community-based support services.

Assists tenants to complete 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, 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. Progressive experience working with vulnerable populations including homelessness, 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. Demonstrated previous experience as a Tenant Support Worker including the ability to coach and mentor students, new hires and support workers. Ability to conduct oral presentations and training.
5. Knowledge of local community resources such as, but not limited to: LHIN/Ontario Health Teams, Ontario Works (OW), Ontario Disability Support Program (ODSP), 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.
6. Demonstrated ability to efficiently and effectively manage and prioritize a high volume of tasks and duties in a fast paced, deadline oriented and constantly changing environment. Strong analytical and problem-solving skills.

7. Demonstrated experience in eviction prevention including arrears actions as per CHH policies and procedures. Proven ability to assess tenant needs that present social, physical, mental and environmental barriers that could interfere with a successful tenancy.
8. Knowledge and experience in 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.
9. 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.
10. Excellent interviewing and report/letter writing skills, flexibility in adapting to change, boundary setting, mediation, rapport building, ability to build strong working interpersonal relationships, planning and organizational skills and effective communication skills with clients and community resources.
11. Previous demonstrated ability to work in potentially unfavourable conditions preferred.
12. Working knowledge of computer software applications (Windows, Microsoft Outlook, Word and Excel).
13. 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.
