

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HOUSING SERVICES DIVISION – SOCIAL HOUSING OR DOMICILIARY HOSTELS & EMERGENCY SHELTERS SECTIONS – 350 KING ST E, UNIT 110)

HOUSING SUPPORTS WORKER - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor and/or Program Manager, Housing Services Division, works directly with households experiencing homelessness or a housing crisis to provide enhanced assessment of participants' needs and works to achieve optimal service delivery by reviewing all available housing options as appropriate for the situation. In addition, assessing and referring households and individuals to employment and other community supports. The Housing Supports Worker will provide a client-centred approach to develop, implement and monitor individual service plans to assist participants in achieving their goal of housing stability.

GENERAL DUTIES

Participates in a system of care working toward ending chronic homelessness, accelerating housing placements and achieving housing stability.

Conducts front-end assessments on referred applicants to review applicants' housing needs and reviews all available options.

Works with applicants to identify other service needs including, but not limited to, employment, financial benefits, childcare and broader social supports.

Assists individuals, in person or by phone, to complete various forms and documents as required to pursue available housing options.

Connects with wait list applicants who are likely to be housed with a specific time frame (as directed) to assess and/or assist in achieving move-in readiness for households.

Liaise with other Housing Services case management staff to collaborate on a comprehensive, wrap around case plan.

Assists individuals in addressing potential barriers to accepting a housing offer, that applications accurately reflect the applicant's needs and they understand their responsibilities when a housing option is available.

Initiates referrals that link applicant needs with services and supports individual progression through the application pathway.

Refers household to appropriate community services to help them to access and maintain housing while they wait for RGI housing.

Develops a plan with the applicant and community service providers to address their housing related needs; helps applicants establish or strengthen support networks and liaises with the community and government agencies; explores all housing options, including non-RGI options, with applicants such as rent bank loans to help people maintain their current housing.

Maintains on-going contact with community groups and other client groups to assess future program requirements.

Writes reports, composes correspondence; compiles records and statistics. Opens and closes confidential client files; documents and follows-up on progress of project.

Addresses public meetings and community groups on policy issues and changes, other available forms of assistance; promotes new programs through flyers and special mailings.

Provides back up for other Housing Services staff as needed from time to time to support peak volume times and continuous service delivery.

Ensures strict confidentiality of all information received and understands practices of properly securing confidential information.

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

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

QUALIFICATIONS

1. Demonstrated ability in conducting interviews and assessments; assisting individuals and families in a human services environment normally acquired through the completion of a Community College diploma in Social Services, or other related field with previous work experience in case management or an equivalent combination of education and relevant work experience.
2. Demonstrated experience in competently assessing the needs of individuals, families and target groups to support them in achieving their goals.
3. Previous experience in a complex multi-faceted human services environment or other similar environment where interaction with the public was significant. Ability to establish and maintain effective working relationships with individuals and families who are served through the program.
4. Demonstrated knowledge of community and government services in Hamilton; ability to keep up to date in this knowledge with an understanding of how information and referral facilitates access to services.
5. Demonstrated ability to work in a fact paced environment and response effectively to crisis situations.
6. Working knowledge of the *Housing Services Act, 2011 and Ontario Works Act* and the ability to interpret them effectively.
7. Demonstrated high level of competency in conflict resolution related to interpersonal tenant relationships, addictions and mental health issues. Demonstrated experience in counselling clients, with ability in active listening, problem solving, and documentation skills.
8. Demonstrated ability to adapt to change and perform effectively in a dynamic and complex work environment.
9. Understanding of the housing continuum including affordable housing options in Hamilton
10. Competency in teamwork with demonstrated willingness to cover a broad portfolio and ensure seamless delivery of service.
11. Working knowledge of computer software applications (Windows XP, Microsoft Outlook, Word and Excel).
12. Must possess a valid Class "G" Driver's Licence.
