

Job Posting

Job Title:	Housing Support Worker	Status:	Full-time, (35 hrs/week)1-year contract
Department:	Housing Services	Union:	Included (CUPE Local 2497)
Salary :	\$25.65/or;Level 3	Job ID:	#20-HS-12
Posting Date:	July 24, 2020	Posting Close:	Aug 28, 2020 (4:30 p.m.)

Dixon Hall Neighbourhood Services is multi-service agency located in the heart of east downtown Toronto. For 90 years, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life.

Reporting to the Manager, Housing Supports, or their designate, the Housing Support Worker will support the successful transition of clients to long-term housing and assist those clients to maintain stable housing.

Responsibilities

- Develop and implement housing preparation plans for clients in collaboration with other Housing Support Workers.
- Assess client needs and align them with services and support in the community that will lead to a successful transition; provide referrals and warm transfers to appropriate services as required.
- Arrange and maintain regularly scheduled and intermittent home visits with clients. Connect clients with local resources and support services.
- Support tenants in maintaining their housing, including:
 - Advocate for clients and liaise with property manager(s) and landlords.
 - Advocate for clients with social service and financial support providers.
- Assist clients to move to another unit or property in an organized, well-planned manner if eviction is unavoidable or the client has decided to move.
- Identify programming needs and arrange for external organizations, tenants, and/or community members to deliver programs (e.g. education on tenant rights and responsibilities, harm reduction supports, etc.)
- Design responsive community-based programs with community safety and stability in mind.
- Maintain appropriate documentation for statistics and client files.
- Provide information for funder reports as necessary.

- Provide letters for clients.
- Escort clients to hospital, doctor appointments, court, etc., as requested.
- Work collaboratively with shelter and housing team, other Dixon Hall staff, and volunteers.
- Operate in an effective, efficient and client-centric manner to achieve the best outcomes for the client.
- Work under the guidance of the agency and program policies and procedures.
- Meet regularly with Manager to discuss individual, team, and the overall effectiveness of client services.

Qualifications:

- Degree or diploma in social services or equivalent.
- Previous experience in working with people experiencing homelessness or who have challenges in obtaining and maintaining housing.
- Demonstrated crisis intervention, de-escalation, counseling, conflict resolution, and advocacy skills.
- Excellent customer service, organizational, and interpersonal skills.
- Strong written and verbal English language communication skills; other languages an asset.
- Effective at building good interpersonal relationships; ability to be flexible and patient when interacting with clients, peers, and volunteers.
- Knowledge of the political, structural, and sociological reasons for homelessness and poverty in the City of Toronto.
- Experience working with all levels of professionals in community agencies and government offices.
- Qualified to legally work in Canada
- Satisfactory Vulnerable Sector Police Records Check.
- Emergency First Aid/CPR certification preferred

To apply, please email your resume and cover letter as a single Word or PDF document to hr@dixonhall.org before **Aug 28, 2020 at 4:30pm** quoting Job ID #20-HS-12 in the email "Subject" line.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.