

Job Posting

Job Title :	Housing Preparation and Support Worker	Status:	Full-time
Department:	Housing Services, Housing Access	Union:	Included (CUPE Local 2497)
Salary:	Level 3 Start rate: \$26.03/hr. Job rate: \$26.92/hr.	File No.:	#21-HHS-37
Posting Date:	August 16 th , 2021	Posting Close:	September 15, 2020

Dixon Hall Neighbourhood Services is a multi-service agency located in the heart of east downtown Toronto. **Since 1929**, 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 Services, or such other persons as deemed necessary by the agency, the Housing Preparation and Support Worker works to assess and identify clients for long term housing through counselling, referral and outreach. Once clients have been housed, the Housing Preparation and Support Worker continues to provide housing access, support and follow up services with a focus on the long-term success of the client in their housing.

RESPONSIBILITIES:

- Implement housing preparation plans (i.e. I.D., taxes, income supports etc.).
- Provide crisis counselling and emotional support to proposed residents.
- In collaboration with other Housing Services staff, assess and identify all potential residents' housing needs and appropriateness for permanent housing.
- Develop working relationship with public and private landlords to facilitate housing access.
- Engage in individualized housing search with clients prepared to access permanent housing.
- Arrange and maintain regular and intermittent times for visits with tenants.
- Support the tenants in maintaining their housing
- Advocate on behalf of tenants.
- Educate tenants on their responsibilities and rights.
- Assist clients with interpersonal skills, self –reliance, community building and other skills required for successful maintenance of housing via communal programming

- and one-on-one support
- Plan and implement special events for residents of housing programs.

QUALIFICATIONS:

- Previous experience (one year or more) working in a shelter and/or housing environment.
- Previous experience (one year or more) assisting clients access and maintain housing.
- Post-secondary education in a relevant field (i.e. certificate, degree, or diploma in social services) preferred.
- Practical knowledge of crisis intervention, conflict resolution, counselling, harm reduction.
- Demonstrated ability to work sensitively with a wide variety of individuals and with groups of homeless and hard-to-house men and women in a community setting.
- Ability to collaborate with individuals, client groups, agencies, and other organizations working towards social change.
- Knowledge of political, structural and sociological reasons for homelessness, under housing and poverty.
- Ability to quickly, identify issues and possible solutions.
- Strong written and verbal English language skills; knowledge of other languages will be considered an asset.
- Excellent writing skills for social assistance appeals, letters, etc.
- Ability to work with all levels of professionals in community agencies and government offices.
- Experience working with seniors.
- Ability to work as an individual and as a team member.
- Emergency First Aid/CPR certification preferred
- MUST be qualified to work in Canada legally for the employer.
- Able to provide a “Clear” or satisfactory Vulnerable Sector Police Check as determined by the operational requirements of the program.
- Demonstrated ability to work independently and collaboratively as part of a team.

To apply, please email your resume and cover letter as a single Word or PDF document to hr@dixonhall.org by August 30th, 2021 at 4:30 p.m. quoting **File #21-HHS-37** 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.