

Job Posting

Job Title:	Housing Access Worker	Status:	Long-term Contract (6 months)
Department:	Housing	Union:	Included (CUPE)
Salary:	Level 3 \$26.42/hr.	File #:	#22-HHS-48
Posting Date:	September 20, 2022	Posting Close:	October 4, 2022

Dixon Hall Neighbourhood Services (DHNS) is a multi-service agency located in the heart of east downtown Toronto committed to realizing the vision of a city where everyone thrives. 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. We create lasting solutions to end poverty, social injustices, and isolation in Toronto. We value respect, diversity, integrity, care, compassion, and accountability.

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

RESPONSIBILITIES

- Support the transition of clients to appropriate housing.
- Develop and implement housing preparation plans for clients in collaboration with other Housing Access 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.
- Explore the neighbourhood with the client to familiarize them with local resources.
- Arrange and maintain regularly scheduled and intermittent home visits with clients.
- Connect clients with local resources and support services.
- Connect clients to professional services and social support networks in their community.
- Support tenants in maintaining their housing
- Support tenants and community members to develop and implement community-building activities and special events (e.g. community meals).
- 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.
- Maintain client files.

- 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.
- Actively participate in department and agency meetings and events.
- 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.
- Ability to collaborate with individuals, client groups, agencies, and other organizations.
- Ability to work independently and as part of a team.
- Emergency First Aid/CPR certification preferred
- Must be qualified to work in Canada legally for the employer.
- Able to provide a Vulnerable Sector Screening check with a 'Clear' or satisfactory result that meets the operational requirements of the Agency.
- **MUST** be fully vaccinated (two [2] doses) against COVID-19 with a vaccine that has been approved for use in Canada

To apply, please email your resume and cover letter as a single Word or PDF document to hr@dixonhall.org by **October 4, 2022 at 4:30 PM** quoting File #22-HHS-48 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.