

## **Job Description**

**Title:** Housing Support and Outreach Worker

**Category:** Part time, 27 hours per week, 2-year contract

**Supervisor:** Manager of Community Development

### **Job Summary:**

The Housing Support and Outreach Worker reports to the Manager of Community Development. They will provide short-term support to help tenants maintain housing, prevent eviction, and help to connect with supports. This position will provide system navigation to housing providers who are looking to support their tenants to prevent eviction, and provide community resource knowledge to both clients and service providers.

### **Main Duties:**

- Provide service navigation to housing providers who are participants of the program
- Provide support and assistance to tenants in the maintaining of successful housing and prevention of housing loss
- Manage program referrals, conduct service access prioritization and basic intake
- Refer and link tenants to other resources that would further support housing (e.g. mental health and addiction services, physical health supports, homemakers, visiting nurses, community health centres, social workers, hospital staff, etc.).
- Build a supportive work relationship with housing providers to pro-actively identify service barriers that may contribute to housing instability
- Maintain tenant privacy and dignity at all times
- Collaborate with housing providers to establish support plans as needed (such as household management, community engagement)
- Maintain accurate recording practices
- Work with project Advisory Committee, comprised of housing providers and landlords for input and guidance to program practice.
- Abide by proper privacy and consent procedures as set out by Options Bytown when sharing information about tenants with housing providers
- Facilitate a positive working relationship between tenants and their housing providers and help establish support plans as needed
- Work closely with community partners and foster a productive and mutually respectful relationship
- Follow all Options Bytown health and safety procedures

- Provide emergency intervention when necessary
- Support tenants in navigating multiple service channels including income support, benefits support etc.
- Liaison with other agencies in relation to the tenant's needs to ensure that they receive the services necessary for them to maintain their housing.
- Other duties as assigned

## **JOB REQUIREMENTS**

### **Education and Qualifications:**

- Post-secondary studies in social sciences.
- A satisfactory and current Vulnerable Sector Screening
- Ability to provide support in French highly preferred
- Vehicle and valid driver's license required (frequent travel within the community)

### **Experience:**

- Experience working in community services related to housing, mental health, and addiction
- Minimum 2 years' experience working in the social services sector

### **Key Skills and Abilities:**

- Flexibility and a client centered approach based on client need
- Ability to demonstrate computer skills specifically, Microsoft Office, Outlook and the internet
- Excellent verbal and written communication skills
- Possess a high level of tolerance and understanding for individuals who present for services with urgent and multiple health needs
- Ability to work both independently and within a team environment
- Ability to exercise mature judgement
- Ability to input data using software, electronic client files and evaluation tools
- Strong decision making abilities
- Very strong ability to deal with complex, difficult and/or urgent situations
- Extensive knowledge of supports and services in the Ottawa region, including formal and informal resources

### **Personal Suitability:**

- Thoroughness and strong work ethic
- Ability to establish, maintain and promote excellent working relationships and interpersonal relations with clients, family members, community partners, and all Options Bytown Staff
- Sensitive to cultural differences, as demonstrated in practice
- Discretion and ability to respect confidentiality
- Respect of and a high commitment to organizational values
- Demonstrated flexibility, open mindedness and desire to learn
- Empathy, tact and diplomacy
- Adaptability

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, carrying (20lbs), and lifting (20lbs). The employee coordinates multiple tasks simultaneously and performs some repetitive motion activities. They operate a computer key board; firm/strong grasping is required. They make and receive phone calls and use daily, general office equipment such as a copier, fax machine, phones etc.

### **Work Environment:**

The employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, the lack of personal care and the conditions within the client's apartment. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

The employee may need to work with clients in their units and may be exposed to harsh conditions such as pests and communicable diseases.

### **Hours of Work**

As per Operational requirements and the collective agreement.

Options Bytown welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Accessible formats and communication supports are available for applicants on request by contacting our Human Resource Officer and [emccarney@optionsbytown.com](mailto:emccarney@optionsbytown.com).