



OPTIONS BYTOWN

380 Cumberland Street • Ottawa, ON • K1N 9P3

Job Description

Title: Relief Housing and Community Support Worker

Category: Relief

Supervisor: Manager, Housing Supports

Job Summary: The relief Housing and Community Support Worker reports to the Manager of Housing Supports. This position will be part of a team that is responsible for supporting the full time Housing and Community Support Workers, through both coverage and regularly scheduled shifts. This person will provide basic housing and support services to tenants residing in their locations of work.

Main Duties

- Identify, in consultation with the tenant, housing and support needs.
- Provide basic, professional housing and support services to tenants on an as-needed basis.
- Provide support and assistance in the development of skills necessary to independent living.
- Organize and monitor events and activities such as workshops, groups, outings etc.
- Take pro-active steps to prevent a tenant at risk from losing their housing.
- Provide establish and maintain supportive relationships with tenants
- Ensure that appropriate staff (e.g. Management) are informed of any tenant issues such as a tenant in crisis etc.
- Ensure that the workplace is a safe, clean, secure and welcoming place that is accessible to all
- Enter data on a computerized database
- Document all case notes in files (i.e. inappropriate behaviours, meetings, eviction follow up etc.)
- Complete all necessary tenant data forms
- Refer and link tenants to other resources that would further support housing
- Deal with social problems and crises as they arise
- Act as advocate for your clients
- Perform other tasks as needed by the organization

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Job Requirements

Education and Qualifications

- Completed, or in the process of completing post secondary studies in social sciences
- A satisfactory and current Vulnerable Sector Screening
- Bilingualism preferred

Experience

- Experience and sensitivity regarding issues relating to homelessness, mental health, addictions and poverty

Key Skills and Abilities

- Client centered approach
- Excellent verbal and written communication skills
- Possess a high level of tolerance and understanding for individuals who present with multiple health needs
- Ability to work independently and in a team
- Strong computer skills, specifically in Microsoft Office and Outlook
- Very strong ability to manage complex, difficult and/or urgent situations

Personal Suitability

- Thoroughness and strong work ethic
- Ability to establish, promote, and maintain excellent work relationships with clients, co-workers, and community partners
- Discretion and ability to respect confidentiality
- Empathy, tact, and adaptability

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

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and lifting. The employee coordinates multiple tasks simultaneously and performs some repetitive motion activities.

This job description is a summary and is not an exhaustive list of duties for this position.

This position requires you to work at all Options Bytown locations, in the community and in tenant apartments. This means exposure to sometimes harsh environments; smoke, pests, clutter, verbal abuse and other adverse conditions.

Hours of Work

As per Operational requirements and the collective agreement.

Options Bytown is committed to providing quality services by establishing a qualified workforce that reflects the diverse population it serves. We encourage applications from all qualified individuals, including those with lived experience of homelessness, addictions, and mental health problems or illnesses.

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 at emccarney@optionsbytown.com.