

Position Title: Housing Worker

Summary of Duties

Reports to the Manager of Operations and provides housing support services to clients requiring housing support.

General Duties

1. Triage clients including initial intake assessments and providing information on support services offered by Hamilton Housing Help Centre.
2. Provide client directed support to individuals and families in order to prevent or reduce homelessness through such activities as:
 - i. Assistance in finding decent, affordable housing;
 - ii. Assistance in maintaining current housing;
 - iii. Assistance in shelter services.
3. Networks and liaises with community and government social services, enforcement and housing agencies, and networks to support clients;
4. Acts as an advocate for clients on housing issues with social service and government agencies as appropriate;
5. Provide intensive case management support services to assist clients with accessing and maintaining housing;
6. Identify and analyze clients' needs and respond with a plan of action in collaboration with the client;
7. Assess clients' situation to determine if they may qualify for priority status with Access to Housing and complete necessary documentation;
8. Provide advocacy on behalf of clients (i.e. with landlords, OW/ODSP, City Departments, shelters, Housing Emergency Loan Program, legal clinics) and/or support clients in self advocacy;
9. Collaborate and link client with appropriate community agencies and group;
10. Provide supportive counseling and crisis intervention;
11. Maintain client records and reports and ensure confidential information is secure at all times and client privacy and confidentiality is maintained according to Personal Privacy Regulations.
12. Champion vision, mission and values of Hamilton Housing Help .
13. Perform other duties as assigned, which are directly related to the major responsibilities of the position.

Qualifications

Education & Experience

Post secondary degree (B.A., B.Sc., B.S.W.) or College diploma or an acceptable combination of education and experience;

2 – 5 years community based housing experience.

Skills

- Administrative and organizational skills with the ability to prioritize tasks;
- Ability to keep accurate, clear and concise records;
- Strong verbal and written communication skills to clearly and concisely exchange information with wide variety of contacts;
- Strong interpersonal skills to effectively liaise and consult with clients, families, team members and community contacts;
- Problem solving skills;
- Interviewing, assessment and objective observational skills;
- Ability to work independently and within a team environment;
- Ability to manage a case load in terms of priority and controls;
- Data processing and information management skills.

Knowledge

- Knowledge of community and housing resources;
- Knowledge of housing, poverty issues and other social issues;
- Knowledge of relevant legislation and policies including Landlord and Tenant Act.

Relief Contract Position – Up to 35 hours per week

Hours of Work Monday to Friday 9:00am – 4:30pm

Closing Date of Posting: December 11, 2017

The is a union position with Unifor

Base Rate 20.057

Interest individuals please contact jobs@housinghelpcentre.ca