

## **Housing Support Worker**

### **Human Services – Housing Services**

**Status: 8 Positions**

**(6) Contract Full Time - Up to 12 months**

**(2) Regular Full Time**

**Salary Range: \$40.75/hour - \$48.65/hour (\$74 170 - \$88 535 per annum)**

**Work mode: Hybrid \*see below for more details about this work mode.**

**Location: 10 Peel Centre Dr., Brampton, ON and travel between various Regional worksites as required**

**Hours of Work: 35 hours per week**

**CUPE LOCAL 966**

***\*\*Join our diverse team and be part of our vision. Think big. Channel your creativity. Make a difference.***

***At Peel Region, we can create lasting impact, together.\*\****

**Who we are:** Leads service system planning and management of housing and homelessness programs and services with a view to policy and service integration. Helps improve these services through effective planning, based on local information and research about the needs of Peel's many different communities.

*"Housing Services is passionately committed to ensuring stable, affordable, appropriate housing and supports in Peel. We manage a collaborative system of care focused on delivering services with compassion and respect in a way that preserves dignity."*

We plan, manage and delivery quality, integrated human services and resources that invest in people to enable participation in the changing community and the economy.

As the Housing Support Worker, you will provide service to individuals and families who are at high-risk and need housing support programs and other resources to help them obtain and maintain housing. The major focus of this position is to assess housing eligibility in accordance with the Housing Services Act (HSA) and link critically sensitive individuals and families with proper housing

supports, resources, manage financial funds, and provide multi-sector and shared case management.

You will interact and support homeless, low-income households, individuals or families living in shelters, on the streets or experience multi-complex barriers impacting housing stability. This position requires a high-level of intensive case management and collaboration with applicants, residents, landlord staff and supportive agencies.

**What you will do in this role:**

- Provides initial crisis intervention, makes referrals, works in partnership with community resources for housing support and works one-on-one with clients during crisis and stabilization period
- Identifies and facilitates appropriate permanent housing options for multi-barrier clients in need of intense housing supports and matches them to the right service.
- Conducts any necessary screening, assessment evaluations, intense case management and navigation services and determine a client's eligibility to several different housing options and services
- Work with the clients to determine and eliminate complex barriers preventing housing stability, identify high risk social complexity factors and matches client with appropriate services and programs
- Provides intense, multi-sector and shared case management supports and intervention services that addresses housing stability
- Provides onsite services in the areas of independent living skills, conflict resolution, negotiation skills, and financial linkages available to assist in reaching case plan goals
- Develops a plan of intervention with the client that addresses the need for housing, services, crisis intervention, and continuity of care planning and coordination
- Interviews and reviews eligibility criteria to ensure suitable placement and calculation of rent for housing units, preparing and signing rent supplement agreements
- Calculates and issues funds based on program eligibility to ensure housing stability
- Provide community referrals to assist clients and their families, as needed
- Assist clients with housing applications, complete supportive and subsidized housing paperwork, survey rental market for affordable housing, and advocates for clients with prospective landlords

- Documents reasons for housing program ineligibility, advises in writing and makes referrals to other resources or services at Peel or in the community to help clients experiencing hardship
- Provide customer service to applicants and residents, and maintenance of customer files
- Provide information or advice within the guidelines of an established by-law, or program
- Maintain client related data tracking systems, generate client data for monthly reporting
- Identifies and sets up payment agreements and repayment contracts with residents who have outstanding arrears
- Updates relevant resident data changes, such as income and family composition, initiated by the annual renewals and/or the resident
- Responds to and actions all resident complaints as appropriate
- Provides life skills assistance and coaching
- May facilitate group discussions

**What the role requires:**

- College Diploma in Human Services field combined with at least two (2) years of related experience in the delivery of direct client service in housing and/or homelessness
- Knowledge of all applicable policies, legislations, acts including but not limited to the Housing Services Act, Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
- A valid class G driver's license
- Demonstrated creativity in case management with consideration to the client's unique circumstances
- Proficiency in Microsoft Office, and other Housing enabling technology
- Completion and satisfactory results of a Vulnerable Sector Search is required

**Skills/Abilities:**

- Specific knowledge of housing and homelessness programs and other services available in Human Services
- Strong knowledge of community agencies and demonstrated ability to work in partnership with them
- Experience and sensitivity working with those impacted by mental health issues, addiction, victims of violence and abuse
- Crisis intervention, harm reduction, and client centered care experience required

- Creativity in problem solving, and the ability to follow through on housing leads
- Advocacy to help people who have struggled with homelessness and help them find and secure housing
- Strong communication skills, speaking, listening and writing clearly and thoroughly
- Excellent customer service skills
- Negotiation and problem-solving skills
- Tact, diplomacy, decision making, and organizational skills
- Ability to deal with challenging applicants
- Strong organizational and time management skills.
- Demonstrated ability to work independently and as part of a team
- Must maintain and execute confidential information
- Trauma trained required
- Demonstrate a commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias

**Perks @ Peel and why you will love working for us:**

- Voluntary enrolment into OMERS pension plan (where applicable)
- Comprehensive Health, Dental, Vision benefit plan (RFT only)
- Automatic enrolment into OMERS pension plan (where applicable) Accrue Vacation on a monthly basis (RFT only)
- Flexible hours supporting your wellness and wellbeing
- Supportive leadership and a culture of respect and inclusion

**Preference will be given to qualified applicants who are currently in the bargaining unit.**

*This position is a bargaining unit position represented by CUPE Local 966. Continuous employment is not guaranteed and may be subject to layoffs as outlined in the Collective Agreement Article 15.*

**Work Mode & Job Location:** In this role, you'll enjoy the flexibility of a hybrid work arrangement. This means you'll have the ability to work off-site and on-site as needed, depending on operational needs at the **10 Peel Centre Dr., Brampton, ON** worksite. The frequency of on-site work may vary from week to week, depending on operational demands, which can evolve over time.

It's important to note that your off-site work location must be within the province of Ontario. This ensures that we're compliant with all regulations and policies.

The Region of Peel offers job based flexible hours of work that allows employees to manage personal and professional responsibilities while at the same time ensures business operational needs and customer service expectations are achieved.

**Assessment:** There will be an Assessment to be completed as part of the recruitment process. All communication will be sent to the email address attached to your application submission.

**Interview:** Our recruitment process will include video conference technology

Kindly ensure to regularly monitor your spam and junk email folders, as important communications regarding your application may be directed there.

**If this opportunity matches your qualifications and experience, please apply on-line.**