



## **JOB POSTING:**

In cooperation with the City of London and London CARES the Unity Project is hiring up to five housing support workers to support individuals experiencing homelessness in achieving improved housing stability. London CARES is a collaborative response aimed at improving the health outcomes of individuals experiencing homelessness. London's model is based on rapid re-housing with supports that have been successfully used in Hostels to Homes, Street to Homes and other housing first approaches.

**POSITION:** London CARES Housing Support Worker (up to five positions)

**HOURS PER WEEK:** 35 hours. Schedules will vary according to program needs and will include days, weekends and evenings. Participation in the on-call 24 hour response is required.

**SALARY:** \$39 500/annum plus entitlement to benefits after 3 month eligibility period

**START DATE:** January 2011. This is a contract position that concludes December 31, 2013

**APPLICATION INFORMATION:** All interested applicants shall submit a resume and cover letter to the General Manager by Monday, December 19, 2011 at 2:00pm. Applications can be submitted via email at [clazenby@unityproject.ca](mailto:clazenby@unityproject.ca) or hand delivered at the Unity Project at 717 Dundas St. London, ON N5W 2Z5. Please include in the subject line the position you are applying for.

Please be prepared to demonstrate the specific skills and knowledge of the position requirements at the interviews to be scheduled. Please note any specific experience you have in working with Aboriginal People, youth, women and street involved sex workers.

Please note that only applicants selected for an interview will be contacted. Thank you for your interest.

## **POSITION DESCRIPTION - London CARES Housing Support Worker**

### **Position Summary**

A team of up to five Housing Support Worker will establish and maintain a relationship with individuals and families who experience persistent and chronic homelessness with a focus on supporting individuals and families to achieve housing stability. The Housing Support Workers will offer intensive, on-going support, as directed by the needs of the participant, which will most often be at the participants home, connecting the participant to other services and assisting participants to transition into their housing and communities. The Housing Support Workers shall report to the London CARES Coordinator and the Unity Project Executive Director.

### **Duties and Responsibilities**

The Housing Support Worker primary role is identified, but not limited to:

- Provide intensive case management including regular, continuous contact with the participant for a minimum of one year;
- Apply documented, structured case planning with identified goals to ensure participant interactions have objectives and are outcome oriented;
- Broker and advocate with other system elements, accompany clients to appointments, provide proactive crisis planning, organize meaningful daily activity opportunities and liaise with OW and ODSP;
- Connect the participant with appropriate services or supports based on their needs, including physical healthcare, mental healthcare, addiction services, trauma services, vocational assessment and training, employment, volunteer and social-recreational opportunities;
- Facilitate community integration and linkages to "mainstream" community resources (libraries, community centres, recreation, etc.);
- Connect participants to other long or short-term formal and informal supports;

- Prepare and plan for “homelessness proofing” and re-housing. Includes recognizing and averting indicators that may de-stabilize a participants housing and focus on what worked when re-housing a participant;
- Apply a collaborative approach to case planning and record keeping. Collect and record demographic information and maintain detailed case notes, case management plans and contact lists of involved supports and community services using the integrated data management program;
- Support landlords as necessary in conjunction with the Housing Selection Worker and the participant;
- Provide after-hours support as scheduled;
- Participate in London CARES team meetings;
- Alert the London CARES Coordinator or designate of information that could affect the safety and well-being of street involved individuals including bad drugs, dangerous offenders or predators; and
- Maintain a regular caseload of an average of 10 participants at any time.

### **Qualifications**

- Completed post-secondary education in social services or related field and a minimum 2 years work experience in addictions and mental health.
- Considerable experience addressing the needs of individuals and families experiencing homelessness or those at risk of homelessness including developing and implementing successful case management plans;
- Advanced skills to enhance participant motivation in order to make and follow through on decisions related to treatment, stability and wellness;
- Thorough understanding of harm reduction theory and demonstrated ability to implement harm reduction strategies;
- Experience in assisting persons living with addictions, mental health, psycho/social/physical, educational, emotional and/or environmental concerns in a social service setting;
- Understanding of community agencies and a cross section of service providers;
- Knowledge of services to support this population and an ability to provide participant advocacy and proactive participant planning with other system elements;
- Experience with ongoing evaluation of complex case management or treatment plans, engaging with the participant and other resources in adjusting the plan, as appropriate;
- Experience with conflict resolution practices including "in the moment" problem solving and intervention.; and
- Satisfactory Police Records Check and Vulnerable Positions Screening