

THE COMOX VALLEY TRANSITION SOCIETY

JOB DESCRIPTION

Job Title: Homelessness Prevention Support Worker
Status: Union
Classification: Integrated Community Support Worker & Admin Assistant 3
Grid Level: 10, JJEP Wage Grid

Summary:

Under the supervision of the Homelessness Prevention Coordinator, the HP Support Worker will provide administrative and client support to the Housing Benefit and Rental Subsidy program within the guidelines established by BC Housing and the Comox Valley Transition Society. The HP Support Worker will, as resources permit, provide support, advocacy, education, and referrals.

KEY DUTIES AND RESPONSIBILITIES:

A. General

- Maintains current knowledge of and complies with Comox Valley Transition Society mission, policies, procedures, and standards of practice.
- Maintains confidentiality of information gained as a result of employment with the agency.
- Abides by Comox Valley Transition Society's code of ethics.
- Understands working in a feminist environment , and trauma informed practice.

B. Program Support

- Responds to referrals and manages program waitlist.
- Assess applicants' eligibility against established criteria.
- Schedules appointments in accordance with established guidelines, including annual rent reviews.
- Ensures that all required documentation is complete and accurate; contacts referring agency to obtain any missing information.
- Provides information on and makes referrals to internal and external community services, resources and professionals as required.
- Maintains client files as required.
- Maintains up-to-date knowledge of community resources to provide program-related information to clients.
- Maintains liaison with other agencies, referring organizations, and community partners.
- As necessary, reports and discusses any concerns with Coordinator in a timely manner.
- Promote the program in the community when appropriate.
- Attends relevant community meetings and training opportunities to support the work of the program and clients.
- Attend and complete training opportunities as directed by management to maintain standards of practice, and to stay current with funder requirements.

D. Record Keeping

- Maintains accurate and up to date client records as required by contract and agency standards, including physical files and web-based programs such as HIFIS, Housing Connections and Empower DB.
- Assists in identifying and gathering data to support the ongoing need for funding and program

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direction.

- Assist in monitoring and maintaining the monthly request for subsidy and housing benefit with the Finance Dept; ensure financial accuracy each month in all related databases and ledgers.

E. Group Facilitation & other Client Support

- Facilitates drop in and structured groups as required.
- Plans and prepares groups in accordance with the curriculum or identified learning areas.
- Conducts evaluation and obtains client feedback on group effectiveness, material presented and facilitation style. Reports any difficulties to the coordinator.
- Collaborates with community partners and coordinator to deliver group programming as required
- Assist clients with completing applications and forms as needed
- Provide support for goal setting and follow through
- Assist in obtaining current and valid ID and documentation, banking, etc.
- Consults with and/or provides advocacy where appropriate to assist clients in accessing external service providers and professionals as required.
- Provides accompaniment and transportation to meetings and appointments if needed and resources permit.
- Facilitate access to other community programs and services such as Food Bank, Recreation Passes, etc.

QUALIFICATIONS:

H. Education, Training and Experience

- Relevant Diploma in human / social service field,
- Completion of a program of up to one year (1) in business or office administration
- Proficient Computer skills including Microsoft Office: word, excel, access
- Aptitude and ability to learn new software and database programs necessary in the delivery of the program.
- One to three years admin and related support work experience.
- Working knowledge of current housing climate, substance abuse issues, crisis intervention, outreach support.
- Experience and/or training in de-escalation/conflict management
- Current knowledge of available community resources.
- Valid Level I First Aid Certificate including CPR and Naloxone training.
- FoodSafe certification

I. Job Skills and Abilities

- Strong understanding of a feminist workplace, and trauma informed practice
- Good written and verbal communication skills.
- Good organization and time management skills
- Excellent interpersonal communication skills.
- Demonstrated ability to maintain appropriate personal and professional boundaries.
- Crisis Intervention/Conflict resolution skills.
- Demonstrate a level of cultural sensitivity and understanding of the client population's cultural and socio-economic characteristics.
- Accept clients' rights to self-determination and individuality, and must not discriminate on the basis of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socio-economic status, political affiliations, or national ancestry.

- Consistently demonstrates courtesy, tact, and patience with clients, staff, and volunteers.
- Supports and practices inclusion and cultural humility/sensitivity.
- Knowledgeable in harm-reduction practices
- Uses sound judgment.
- Copes with stress effectively and practices self-care.

J. Other Requirements:

- Full and valid BC driver's license and access to a vehicle in good working order.
- Relevant Criminal Record clearance.

K. Working Conditions

- This position requires you to work in a stressful environment, often dealing with clients in crisis situations. Support is primarily related to housing, personal goals, and independent living. Managing housing emergency situations is an ongoing expectation of this position.
- A moderate physical fitness level is a requirement of this position since direct delivery of services may involve walking, standing, kneeling, lifting, etc.