

## Job Posting

# #21.61 HOUSING SUPPORT WORKER

## Capital City Center

*This posting is open to all qualified applicants.*

Our Place Society (OPS) is an organization founded on progressive Christian values and principles. We work as a team to create a nurturing atmosphere of home and family, where all are welcomed. **A team approach is critical to living out our mission and values and to directing our work.**

### Position Overview:

Many homeless people have been housed in various new residential sites and you could be an important part of the team that is supporting this population and changing the homeless situation in Victoria!

Reporting to the Site Supervisors, the Support Worker develops and/or assists in the development of services and resources which will support residents in formulating and implementing a transitional plan which promotes independence.

The Support Worker participates directly in the engagement and provision of services, resolves difficult or sensitive issues or problems, and maintains a welcoming environment for a diverse population, including people with mental or physical disabilities, people with addictions, women, and aboriginal people.

### Duties and Responsibilities:

- Follow established policy and guidelines, assist with the development and implementation of case plans for individual residents on his/her case load, ensuring delivery of services, quality assurance, and security.
- Assist with all aspects of residents' individual transition plan development, delivery of services, evaluation, quality assurance and security.
- Maintain an active file for each assigned resident.
- Observes/supports assigned individuals in moving forward with the implementation of their plan.
- Assists and supports assigned individuals with developing independence in life skills: for example, household management, medication management, socialization, money management, decision making, time management etc.
- Assists with the collection of resident information for statistics.

- Participates in team meetings as appropriate. Discusses problem situations and remedies with other transitional workers and participates directly in the provision of services to resolve difficult or sensitive issues or problems.
- Is aware of critical incident report procedures and follows all health and safety policies and procedures.
- Maintains knowledge of laws and legislation which affect our inner-city family; Mental Health, Physical Health, Ministry of Social Development and Poverty Reduction, Human Rights.
- Maintains open lines of communication between various areas of OPS.
- Maintains a professional yet compassionate relationship with family members.
- Liaises with partner agencies, and other professionals supporting residents.
- Participates in cross-agency working groups as required.
- Performs other related duties as required.

### **Qualifications:**

#### ***Education and Experience:***

- Any post-secondary education is an asset with preference in the human and social services field in a Degree, Diploma or Certificate program such as: BSW, Mental Health Worker, Community Health Worker, Mental Health and Addiction Worker and Social Services Worker.
- Equivalent experience in the community social services sector with working knowledge of community support agencies and resources will be considered.
- Knowledge of current social issues related to homelessness, mental illness and drug addiction is essential.

#### ***Skills and Abilities:***

- Knowledge of current social issues related to homelessness, mental illness and drug addiction.
- Strong computer skills.
- Training in or knowledge of non-violent crisis intervention techniques.
- Knowledge of services available to family and residents.
- Ability to work independently and show initiative and creativity.
- Ability to deal in a positive collaborative fashion with individuals, family members and community contacts.
- Strong problem solving, decision making, communication and collaboration skills.
- Knowledge of and ability to employ behaviour management techniques.
- Ability to work in an intense and challenging work environment with very demanding individuals.

### **Working Conditions**

**Shifts:** Full Time, Days – Sun, Mon, Tues – 7am to 7pm

**Compensation:** \$23.03 to 25.62 per hour.

**Benefits:** 3 weeks' vacation. Excellent full employer paid benefits after successful completion of 3 months of full-time employment.



Hope and Belonging

**How to Apply:**

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience and qualifications by 4:30 p.m. Wednesday, August 4, 2021 to [careers@ourplacesociety.com](mailto:careers@ourplacesociety.com) or to Our Place Society, Attention Marion Hoadley, HR Director, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "File #21.61 – Housing Support Worker - CCC" in the subject line.

**Please note: All applications must have a cover letter to be considered.**

Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve, and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities