

# Job Posting

# #23.37 HOUSING SUPPORT WORKER

## My Place

**\*Please See Below for Shift Details\***

*This posting is open to all qualified applicants.*

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

### **Position Overview:**

Reporting to the Site Supervisor and Team Lead, the Housing Support Worker participates directly in identifying clients' problems, needs and risks. Provides specific basic life skills building in problem areas. They are directly involved in the engagement and provision of services from intake procedures and programs to help residents succeed in their goals. The Housing Support Worker advocates for residents, resolves difficult or sensitive issues or problems, responds to medical emergencies including overdoses, and maintains a safe and welcoming environment for a marginalized population.

The duties and responsibilities reflect the needs of our residents and our housing programs. These duties are listed but not limited to the areas included below.

### **Duties and Responsibilities:**

- Assist with all aspects of resident support plan development and delivery of services, in collaboration with Team Lead/Site Supervisor and support team if applicable.
- Develop rapport and trusting yet professional relationships with residents.
- Perform wellness checks.
- Assist residents with activities such as room cleans; clean out vacant rooms.
- Assist with appropriate applications and referrals (for example, Income Assistance, other housing permanent housing supports and support team referrals).
- Maintain an active file for each assigned resident. This includes electronic log notes for all pertinent interactions and observation. Maintains all records and statistics and provides reports to the Supervisors as required.
- Outline services provided by the program and provide information on referrals to other community service providers, resources and professionals as required.
- Assist with laundry as needed and maintain on-site laundry rooms.

- Support residents with developing independent life skills such as household management, medication management, socialization, money management, decision-making, time management, etc.
- Maintain a working knowledge and understanding of laws and legislation which affect our residents such as Mental Health Act, Ministry of Social Development and Poverty Reduction, Human Rights.
- Utilize de-escalation skills to mitigate challenging situations and maintain a safe and calm environment.
- Respond to medical emergencies including overdoses. Provide emergency first aid such as administering naloxone and performing CPR. Provide non-emergency first aid such as minor wound care.
- Liaise with partner agencies and other professionals/support teams. Participate in cross-agency working groups as required.
- Collaborate with team on how to engage residents, utilizing a Team Approach as needed. Recognize and utilize each team member's strengths to provide the best support for residents.
- Plunge toilets and deal with leaks, wearing appropriate PPE. This can include dealing with human wastes, blood, sharps, and other paraphernalia.
- Awareness of critical incident report procedures and follow all health and safety policies and procedures. Work with OPS Occupational Health and Safety team to ensure that all staff work in a safe manner. Report all staff injuries to the Site Supervisor, ensuring appropriate paperwork is filled out.
- Uphold all OPS policies and procedures.

***Skills and Abilities:***

- Basic computer skills with a working knowledge of Microsoft Office Suite.
- Training in or knowledge of non-violent crisis intervention techniques and harm reduction approach.
- Knowledge of services available to family and residents.
- Knowledgeable of community resources.
- Ability to work independently and show initiative and creativity.
- Ability to deal in a positive collaborative fashion with individuals, residents, family members and community contacts.
- Ability to work with a radio and respond to radio calls in a professional, timely manner.
- 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.
- Ability to lift up to 30 lbs.
- Ability to navigate stairs and be on feet for up to 6 hours of shift.
- Ability to kneel down to ground to attend to overdoses and other medical emergencies.

**Qualifications:**

**Education and Knowledge:**

- Diploma in a related human/social service field.

**Training and Experience:**

- A minimum of one (1) year recent related experience.

OR

- An equivalent combination of education, training, and experience.

**Working Conditions**

**Shifts:** Full time, three 12-hour shifts (36 hours/week), Mon/Tues/Wed **DAYS** (7am to 7pm)

**Compensation:** \$23.03 to \$25.62 per hour, plus an extra \$1.00/hour for overnight shifts.

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

**This position requires union membership.**

**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. Thursday, March 30, 2023 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 #23.37 – Housing Support Worker – My Place" in the subject line.

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

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.

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.