



OPTIONS BYTOWN

380 Cumberland Street • Ottawa, ON • K1N 9P3 • T: 613-241-6363 • F: 613-241-4855

JOB DESCRIPTION

TITLE: Housing Support Worker

CATEGORY: Full-Time Contract until March 31,2024, 40 hours Monday to Friday

SUPERVISOR: Manager of Homelessness Prevention

JOB SUMMARY:

The Housing Support Worker will work within the Recovery Care Safer Supply initiative to help achieve their goals and objectives. Safer Supply Ottawa provides prescribed pharmaceutical opioids to people who use drugs in Ottawa as an alternative to the contaminated illegal drug supply, with the goal of reducing the risk of overdose and other drug related harms, improving the physical and mental health and well-being of people who use drugs and reducing involvement of people who use drugs in the criminal justice system. Stable housing is a key component to clients' overall health and wellbeing and in their personal and self-determined journey towards well-being.

The Housing Support Worker reports to the Manager Homelessness Prevention. They will be part of the Resource Center team, while working directly with the Recovery Care team to provide housing support for people who are accessing the Recovery Care clinic.

The primary focus of this position includes providing housing related support, as well as support around securing and maintaining housing for clients who access the Recovery Care clinic.

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Main Duties:

- In consultation with the client, develop an understanding of their housing and support needs based on agency specific intake and assessment tools
- Assist clients of the Safer Supply Programs to achieve their housing related goals, which may include tasks such as support with furniture procurement and lease signing
- When appropriate, support clients to maintain stable housing
- Refer and link clients to community resources that would further support housing retention
- Support client through the eviction process, if necessary, drawing on resources available in the community
- Assist clients to access opportunities that promote self-sufficiency, independence and community integration
- Collaborate with partner organisations to share information, problem solve, identify emerging issues, analyze data and coordinate services.
- Case conference with service providers as needed
- Maintain accurate records and statistics
- Follow and maintain both Options Bytown workplace policies and procedures
- Ensure appropriate parties are made aware of client issues or crises
- Perform other tasks as required

Education and Qualifications

- Bachelor in Social Sciences, or undergraduate degree/college certificate in social service work or related field
- Bilingualism is considered a asset
- Proven experience working in community services related to housing, mental health, and addiction
- Direct experience or in-depth knowledge of poverty, homelessness, mental health and addictions
- Direct experience or in-depth knowledge of the harm reduction model, recovery oriented support and trauma informed care.

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Key Skills and Abilities

- Client centered approach
- Excellent verbal and written communication skills
- Organizational skills to manage an independent caseload
- Possess a high level of tolerance and understanding for those who present for services
- Very strong ability to deal with complex or difficult situations
- Ability to establish and maintain excellent working relationships with community partners

This job description is a summary and is not an exhaustive list of duties for this position.

This position requires you to work at all Options Bytown locations, in the community and in individuals' homes. This means exposure to sometimes-harsh environments; smoke, pests, clutter, verbal abuse and other adverse conditions. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

Accessible formats and communication supports are available on request by contacting our Manager of Human Resources at eteeter@optionsbytown.com

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