



OPTIONS BYTOWN

380 Cumberland Street • Ottawa, ON • K1N 9P3

JOB DESCRIPTION

TITLE: Resource Center-Housing and Community Support Worker

CATEGORY: Full-Time

SUPERVISOR: Manager of Homelessness Prevention

JOB SUMMARY:

The Housing and Community Support Worker reports to the Manager of Homelessness Prevention. This person will be part of a team responsible for carrying out the policies and procedures of Options Bytown under the direction of the Executive Director. They will provide housing and support services to tenants residing in their locations of work.

Main Duties

- Administer agency specific intake and assessment tools as required.
- Assist new clients in all steps of lease signing and move-in.
- Provide, establish and maintain supportive relationships with tenants.
- Identify, in consultation with the client, housing and support needs.
- Provide professional housing and support services to tenants on an as-needed basis.
- Support, through hands-on coaching and practical assistance daily routines such as house cleaning, meal planning, shopping and laundry that will promote client self sufficiency and independence.
- Provide support and assistance in the development of skills necessary to independent living.
- Facilitate the creation of a supportive environment to encourage tenant involvement in the Tenants groups, committees, other tenant groups and all community life.
- Organize and monitor activities such as life skills workshops, educational workshops, sports activities, women's issues, outings, tournaments, computer skills, volunteering, etc.
- Provide services such as dispute resolution and crisis intervention when needed
- Support the clients to prepare tools/skills such as: budgets, list of meaningful daily activities personal guest policy, referral to money management services, etc.).
- Take pro-active steps to prevent a tenant at risk from losing his/her housing.

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- Refer and link clients to other resources that would further support housing (e.g. mental health and addiction services, physical health supports, homemakers, visiting nurses, community health centres, social workers, hospital staff, etc.).
- Assist clients to access employment, educational and volunteer opportunities that promote self sufficiency, independence and community integration.
- Provide some basic counselling and make appropriate referrals as necessary.
- Assist tenants to develop a pleasant and stable living environment.
- Deal with social problems and crisis situations that may arise.
- Work closely with our community partners and foster a productive and mutually respectful relationship.
- Case conference with other service providers, as required.
- Attend relevant meetings such as community meetings, outreach with shelters, drop-in centres, etc.
- Assist in the planning and carrying out of community-wide events held at Options Bytown or in the Resource Centre.
- Administer agency specific duties and procedures with regards to tenancies.
- Ensure that the workplace is a safe, clean, secure and welcoming place, accessible to all.
- Complete all necessary tenant data forms.
- Enter data on computerized data base.
- Maintain accurate records and statistics, document all case notes in files, (i.e. inappropriate behaviours, meetings, eviction follow up, etc).
- Ensure that appropriate staff (e.g. Management, relief) is informed of any client issues (tenants in crisis, etc.).
- Act as advocate for your clients.
- Perform other tasks as needed by the organization.

JOB REQUIREMENTS

Education and Qualifications:

- Post secondary studies in social sciences.
- A satisfactory and current Vulnerable Sector Screening
- Bilingualism preferred.

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Experience:

- Experience and sensitivity regarding issues relating to homelessness, addictions and poverty.

Key Skills and Abilities:

- Flexibility and a client centered approach based on client need
- Ability to demonstrate computer skills specifically, Microsoft Office, Outlook and the internet
- Excellent verbal and written communication skills
- Possess a high level of tolerance and understanding for individuals who present for services with urgent and multiple health needs
- Ability to work both independently and within a team environment
- Ability to exercise mature judgement
- Ability to input data using software, electronic client files and evaluation tools
- Strong decision making abilities
- Very strong ability to deal with complex, difficult and/or urgent situations
- Extensive knowledge of supports and services in the Ottawa region, including formal and informal resources

Personal Suitability:

- Thoroughness and strong work ethic
- Ability to establish, maintain and promote excellent working relationships and interpersonal relations with clients, family members, community partners, and all Options Bytown Staff
- Discretion and ability to respect confidentiality
- Respect of and a high commitment to organizational values
- Demonstrated flexibility, open mindedness and desire to learn
- Empathy, tact and diplomacy
- Adaptability

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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, carrying (20lbs), and lifting (20lbs). The employee coordinates multiple tasks simultaneously and performs some repetitive motion activities. They operate a computer key board; firm/strong grasping is required. They make and receive phone calls and use daily, general office equipment such as a copier, fax machine, phones etc.

Work Environment:

The employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, the lack of personal care and the conditions within the client's apartment. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

The employee may need to work with clients in their units and may be exposed to harsh conditions such as pests and communicable diseases.

Hours of Work

As per Operational requirements and the collective agreement.

Options Bytown welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Accessible formats and communication supports are available for applicants on request by contacting our Human Resource Officer and eteeter@optionsbytown.com.

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