**Job Description**

**POSITION DESCRIPTION**

**POSITION TITLE:** Family Support Case Worker with the Transitional Housing Program

**POSITION TYPE:** Full-time

**REPORTS TO:** Director of Housing

**COMMON PURPOSE:**

This position provides support and coordinates services to current and potential Transitional Housing tenant families, including intake of new admissions and discharges for housing units. This position offers support to families in a flexible, compassionate manner with positive social responses, and within a trauma-informed approach.

**DESIRED JOB OUTCOMES:**

* Families experiencing homelessness and/or experiencing housing instability are assessed and are provided access to housing and support services based on needs
* Comprehensive case management assessments are completed and plans developed for interventions that address housing needs and support families to become more stable
* Plans include linkages to health and mental health services to increase well-being
* Staff and program participants help to build support networks and a strong community around families
* Families are recognized as valuable and members who contribute to the well-being of the community
* Suitable housing is found coordinated with residents and landlords
* Strong relationships are built with landlords and service providers
* Families/parents seeking housing are educated on tenant and landlord rights and responsibilities
* Tenants are assisted with advocacy for benefits and entitlements
* Staff actions support a positive reputation for the YWCA in the community
* Statistical information is appropriately collected and documented

**DUTIES AND RESPONSIBILITIES:**

1. Assists families with application procedures and assessments; collaborates with them to create a comprehensive family-centered service plan
2. Advises community members with housing related inquires and directs them to the appropriate services available
3. Provides case management and advocacy to tenant families for their duration in the Transitional Housing Program, with specific emphasis on mitigating the impacts of mental health, addiction, and poverty related issues
4. Liaises with landlords and other services such as the power company to assist residents with coordinating move-ins and move-outs; coordinates with necessary suppliers to secure furniture and supplies to qualified applicants in need
5. Assists residents and landlords with complaints and helps to mitigate issues as they arise
6. Coordinates and monitors referrals to community services and tenant families; bridges gap between tenants and other community service providers
7. Distributes weekly food donations in an organized manner
8. With agreement from the family, liaises with other agencies who contribute to service plans for the family, such as Child Protection, Income Assistance, and Integrated Case Management
9. Educates and informs families about their rights and responsibilities as consumers and tenants
10. Assists client families to pursue grievance procedures (including appealing evictions) regarding any services they access or try to access
11. With their agreement, assists client families in managing financial challenges, including liaising with Income Assistance, or finding employment opportunities
12. Maintains a welcoming environment and provides non-judgemental service
13. Coordinates community gatherings for families such as beach days or Christmas celebrations
14. Helps to link families with healthy social activities and community events
15. Maintains computerized records, compiles reports and completes other program documentation
16. Provides immediate crisis support as required; reports incidents as necessary and provides timely follow-up
17. Reports concerns to Director of Housing

**QUALIFICATIONS**

* Extensive experience working with families facing conditions of risk (mental health issues, substance abuse, family violence, trauma, poverty, food/housing insecurity)
* Specialized training in mental health and addictions or social work
* An awareness of the history of colonialism and the legacy and impact of residential schools
* Ability to remain calm, respectful, and firm in stressful situations
* The ability to work independently, to cope with crisis situations and to work flexible hours, including rotating on-call duties
* A solid understanding of harm reduction as a philosophy and practice and an understanding of social determinants of health
* Ability to maintain appropriate professional and personal boundaries
* Excellent interpersonal communication skills, including conflict management skills
* Computer literacy in Word, Excel and HIFIS
* Have a flexible, positive, team-based and solution-oriented approach to work
* Current First Aid and CPR certification
* Clear Criminal Records check
* Have a valid NWT driver’s license

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Executive Director Employee Signature

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Date Date