

Job Description

Job Title:	Housing Support Services Coordinator
Employment Status:	Full-Time
Team:	Housing Support
Location:	4353 West Saanich Road & 831 Yates St.
Authority Level:	No direct reports
Date:	August 2022

Position Overview

Reporting to the Housing Support Services Program Manager, the Housing Support Services Coordinator works as part of a team of Coordinators to coordinate and deliver supports and services to participants at two (2) locations; Rosalie’s Village and SSVP Centre Building. The Housing Support Services Coordinator is responsible to ensure all programs and services within the Housing Support Program are delivered with excellence. The position will work collaboratively with both internal and external stakeholders to achieve measurable results toward the Society’s strategic plan and mission statement.

Rosalie’s Village is a 42-unit transitional housing development serving single mothers and at-risk women. This position works closely with the eighteen (18) Second Stage Housing Program Participants to support them in a goal-setting process, connecting to internal and external resources, and setting a long-term plan for successful transition to permanent housing. Additionally, this position works with the three (3) emergency shelter participants.

The SSVP Centre Building is a 43-unit housing development serving single residents in the downtown core. This position works with fifteen participants from the Island Health program to support them in maintaining housing and support systems through community referrals and setting a long-term plan for successful and suitable housing.

Responsibilities

- Help create partnerships with other service providers to ensure ease of access for the participant community
- Attend community agency events in the Capital Regional District (CRD) to share resources
- Enable the co-creation of the community model for both locations, including listening to the participant’s opinions, assisting with coordinating community meetings, and helping to establish the desired supports for the participants
- Maintain a welcoming community space with regular drop-in hours for sharing resources, problem-solving, utilizing technology, and addressing barriers
- Engage with agencies to find and provide relevant funding i.e.) for daycare and rental subsidies etc.
- Maintain participant files and confidentiality in accordance with service standards and Society policies
- Provide de-escalation support through initial crisis support and/or crisis intervention to participants

- Work collaboratively with property management to ensure a well-rounded resident experience including finding creative solutions to challenging participant situations
- Assist in organizing and running community events for participants (may require afterhours commitment)
- Works collaboratively with colleagues to ensure efficiency, teamwork, and consistency throughout the Housing Support Services team
- Participate and offer support to other Society programs, as needed
- Ensure programs are in compliance with requirements of funding agreements specific to each building
- Attends and participates in staff meetings, planning meetings, committee meetings, and Society staff meetings
- Complete administrative reports (i.e. time sheets, payment requisition, etc.) files and records regarding client goals and outcomes in accordance with Society and relevant stakeholder guidelines
- For Rosalie's Village, follow program agreements and coordinate safety planning and case plans, keeping a focus on the long-term goal of securing safe and affordable permanent housing and economic empowerment
- For Rosalie's Village, support participants in setting goals, connect to internal and external resources, and engage in meaningful community events
- Other relevant duties, as required

For SSVP Centre Housing, work with 15 Island Health residents to:

- Participate in personal program plans and overall assessment of services best suited to the participant's needs
- Provide trauma-informed support for improving day-to-day life skills and communication
- Participate in risk assessment, safety planning, and documentation
- Coordinate move in's and move-outs
- Coordinate case plans and support teams, as necessary
- Build community connections to enhance support systems and access to resources
- Model healthy boundaries in a residential setting
- Understand and comply with the Residential Tenancy Act and other related agreements and addendums
- Provide life skill training either on a one-on-one basis or in a group environment
- Utilizing a strong knowledge of local supports and services, supporting residents in setting goals, connecting to internal and external resources and engaging in meaningful community events
- Other relevant duties, as required

WorkSafe BC Responsibility

- Follow safe work procedures and act safely in the workplace at all times. Use the protective clothing, devices, and equipment provided. Co-operate with joint occupational health and safety committees, worker health and safety representatives, **WorkSafe BC** prevention officers, and anybody with health and safety duties.
- Be alert to hazards. Report them immediately to your manager or employer.
- Follow safe work procedures and act safely in the workplace at all times. Get treatment quickly should an injury happen on the job and tell the health care provider that the injury is work-related.
- Other assigned duties, as required.

Education Experience

- Completion of a degree/diploma in Social Work, Human Services, or a related field
- Minimum 3 years of experience working with vulnerable populations, including families
- Previous experience working within a housing environment

Knowledge, Skills and Abilities

- Robust knowledge of local community resources and programs
- Excellent written and verbal communication skills with strong attention to detail
- Ability to be self-motivated and able to work independently and as a team
- Ability to demonstrate positive and supportive interaction with participants, staff, community members, and the general public
- Ability to shift gears and change focus when needed
- Ability to promote the works of the Society in a positive and beneficial manner
- Crisis intervention skills with well-developed problem-solving abilities
- Able to work well under pressure and with competing priorities
- Strong understanding of Ministry of Children and Family Development obligations for participants who have ministry involvement; ability to work with Ministry workers

Other

- Clear Criminal Record Check, vulnerable sector, required, paid for by the Society
- Follow all Society policies and procedures