

JOB DESCRIPTION

Title: **Housing Access Team (HAT)
Outreach Worker**

ROLE PURPOSE

This position will provide intensive outreach support and services to eligible individuals transitioning from Regional Supportive Housing sites and who are experiencing homelessness. The HAT worker will be responsible for both outreach support and landlord support.

REPORTING AND WORKING RELATIONSHIPS

- Reports and is accountable to the Manager of Programs.
- Liaises with staff of community and government agencies as required.
- Liaises with the staff of JHS (John Howard Society) as necessary.
- Participate in the Centralized Assessment and Access team meetings for client selection.

KEY ACCOUNTABILITIES

- Assist individuals transitioning from Regional Supportive Housing Sites and homelessness into permanent safe, affordable housing.
- Provide community reintegration service to assist individuals in identifying community support service needs.
- Participate in direct support and case planning with community partners.
- Work under a person-centered model of support to foster opportunity to achieve measurable short and long-term goals.
- Works in collaboration with the client to formulate a comprehensive service plan that is reviewed and modified with client on a regular basis.
- Provide outreach, case management, counseling, advocacy, and other needed services to clients in any environment including institutional setting, the streets, shelters, hospitals, housing, and office.
- Provide individually tailored services to each client—i.e., housing placement, independent living skills, vocational guidance, appointment escorts, information and access to integrated substance use treatment and mental health services
- Maintain written and computerized records, compile reports and complete other program documentation (including case notes, statistics, letters, available file information and reports.
- Support and provide services for all clients who have experienced homelessness and lived experiences of facing multiple barriers such as substance abuse, mental health, poverty, and trauma.

- Educate, inform, and advocate for clients regarding benefits and entitlements (social assistance, rental subsidies, employment supports, low-income services i.e., food bank etc.
- Participate in staff meetings and meetings with community partners.
- Other duties as requested.

WORKING CONDITIONS

- Functions independently, while remaining a critical member of the case management team.
- Adheres to JHS policies and procedures.
- Core hours are 8:30-4:30 including on weekends (Sun-Thurs or Tues-Sat).

QUALIFICATIONS

- A diploma and/or degree in the social or behavioural sciences.
- Combination of education and work experience (minimum 2 years) in the social services sector particularly, working within the housing and outreach sector. Acquired knowledge of the continuum of housing and barriers to accessing safe and affordable rental markets; and serving socially marginalized or disadvantaged populations with complex and multifaceted needs.
- Patience, creativity, flexibility, and compassion.
- Demonstrated and clear ability to respond appropriately in crisis situations.
- Sensitivity to the unique needs of those of Indigenous ancestry and ethno-cultural groups, and persons with disabilities.
- Ability to deescalate potentially violent situations.
- Excellent written and verbal communication skills.
- Strong computer literacy, especially working within Microsoft Office.

REQUIREMENTS

- Ability to successfully complete a Criminal Records Check.
- Current Emergency First Aid Certificate.
- Class 5 driver's license.
- Travel will be required within the CRD.
- Personal transportation that is in good repair, insured for business liability, and which can be used to transport clients.

DIVERSITY, EQUITY AND INCLUSION

JHS Victoria values a diverse and representative workforce. Our organization encourages applications from BIPOC, LGBTQ2S+ people, immigrants, and people with disabilities or other marginalized communities to join our supportive team and work with the diverse demographic of our service users.