



North End
COMMUNITY
HEALTH CENTRE
MOSH Housing First

MOSH HOUSING FIRST SUPPORT WORKER - *DESIGNATED* Internal/External Opportunity Brief

Position:	Housing Support Worker (<i>unionized position under NSGEU Local 102</i>)
Reports to:	MOSH Housing First Manager
Location:	107 Albro Lake Road + Outreach based
Pay Scale:	\$20.51 per hour + benefits.
Work term:	1 year term with the possibility of extension
Hours:	37.5/hrs a week Mon-Fri, some flexibility and occasional evening and weekend work
Deadline:	Deadline extended, posted until filled

To ensure our organization represents the diverse people and communities we serve, this position is designated for Indigenous Peoples and African Nova Scotians.

Job Purpose

The Mobile Outreach Street Health (MOSH) Housing First program of the NECHC has been the lead for the Housing First project in Halifax. This project is funded by the federal government under Reaching Home and by the provincial government through the Department of Municipal Affairs and Housing. All activities associated with Housing First will be managed by the Housing First Manager.

The Housing Support Worker will provide support to tenants at a temporary housing project operated by MOSH Housing First. The Housing Support Worker will provide support to tenants as needed, including coordinating and processing tenant housing applications, preparing agreements, coordinating vacancies, liaising with tenants about policies and processes and providing resolution and mediation as needed. The Housing Support Worker will also ensure each tenant is connected to appropriate housing supports should they wish to develop a long-term housing plan.

Position Responsibilities

Key responsibilities for this position include the following, but are not limited to:

- Provide ongoing support to tenants as needed, including coordinating and processing tenant housing applications, preparing agreements, coordinating vacancies, liaising with tenants about policies and processes, providing resolution and mediation as needed.
- Ensure tenants who seek additional Housing or Diversion support are connected with appropriate community supports and resources
- Provide general maintenance and coordinate common area cleaning
- Conduct monthly inspections of units and report all safety hazards, property damage, potential pest issues and needed repairs. Inspect the property on a regular basis and report all safety hazards, property damage, and needed repairs
- Ensure the program delivery is congruent with the North End Community Health Centre's mission, vision and philosophy.
- Work in accordance with MOSH Housing First policies, procedures and philosophy of practice.

- Support individuals and couples (19+) to create effective housing plans that address barriers of those who experience homelessness.
- Provide intake, assessment and referral services, assistance in accessing resources, crisis intervention and eviction prevention services, outreach, mediation for individuals and couples in relation to the MOSH Housing First program.
- Advocate with community agencies to ensure that the needs, barriers and strengths of individuals and couples who are at-risk and homeless are addressed.
- Work in collaboration with program partners, including NSHA staff, Mi'kmaq Native Friendship Centre as well as colleagues at Mobile Outreach Street Health and the North End Community Health Centre.
- Work in collaboration with other Intensive Case Managers and Housing Support Workers in the community.
- Complete and maintain records, assessments, daily statistics and files, and ensure confidentiality is protected.
- Compile statistics and data for individuals and couples accessing housing supports that will assist with the outcomes and evaluation of this housing initiative.
- Commit to the development of the Association and participate in internal committees, projects and activities.
- Assist in program and service development to ensure that quality, effective and client-centered programs and services are delivered.
- Maintain client confidentiality and clear boundaries
- Represent the program and agency in the community in a professional manner

Education and Experience

- Bachelor of Social Work, or an undergraduate degree and Human Services diploma or other relevant undergraduate degree, OR
- A minimum of two years of experience working with at-risk and homeless persons providing individualized support and advocacy.
- Non-violent crisis intervention, suicide intervention, standard first aid or a commitment to secure those requirements within six months of being hired.
- Experience in program development and/or working for a non-profit organization is an asset.
- A driver's license and use of reliable vehicle are considered an asset, but not a requirement.

Professional Knowledge, Skills and Abilities

- Demonstrated high level of understanding of the issues of homelessness.
- Demonstrated high level of understanding in a housing first model and approach.
- Demonstrated skill using anti-oppressive practice (harm reduction, a client-directed approach and a social justice perspective).
- Knowledge of mental health issues, substance abuse and crisis intervention.
- Demonstrated exceptional level of interpersonal, communication, client service and organizational skills.
- Extensive knowledge of community resources and the social service delivery system.
- Ability to work in a team environment.
- On call duties may be required
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook and using the Internet.

Judgement and Initiative

- Able to work with minimal supervision.
- Able to respond quickly and appropriately to emergency situations.
- Insightful to abilities and contribution to teams and impact on others.
- Committed to lifelong learning and professional development.
- Ability to learn from mistakes.
- Adhere to policies and procedures.

How to Apply

Those interested in applying for this position should send their cover letter and resume to employment@nehc.com as soon as possible. This position is designated for Indigenous Peoples and African Nova Scotians. We ask applicants to self-identify in their application. Your declaration of membership in any of these equity groups will remain confidential.

We thank all applicants for their interest, only those selected for an interview will be contacted.