

## PQCHC – JOB POSTING

**PQCHC is an equal opportunity employer and values diversity in its workforce.**

**If at any stage in the selection process you require an accommodation due to a disability, please let us know the nature of the required accommodation.**

<b>JOB TITLE:</b>	Families First Housing Search and Stabilization Liaison Worker - Bilingual	<b>JOB #:</b>	<b>2018-0067</b>
<b>Status:</b>	Permanent Full-Time	<b>Hours:</b>	35 hrs/week
<b>Benefits and eligibility:</b>	Cost shared benefits; annual leave; pension option	<b>Pay scale:</b>	\$26.524-31.204/hour
<b>Application deadline:</b>	Wednesday August 15, 2018 at 4:30pm		

### Job Summary

The Housing Search and Stabilization Worker will act as a member of a multi-disciplinary team to assist homeless families who are unsheltered and/or staying in the City's family emergency shelters, to promote and improve quality of life by facilitating timely access to community resources necessary to support housing stability and long-term housing retention.

### Job Specific Responsibilities

#### Intake

- Receive referrals from the City's shelter emergency housing caseworker.
- Assess and identify immediate and long-term needs of families.
- Using a case management approach, engage clients and assess the housing and/or support needs of clients.
- Working with the client, and in collaboration with shelter staff, develop a collaborative housing search and support plan including liaising with Ottawa Housing and private landlords.
- Complete housing registry with client and support client to submit the application to the Registry.

#### Engagement - housing search

- Decide on available housing options for clients with the support of the Housing Locator Inventory as well as other opportunities including social housing and supportive housing.
- Provide support to client housing preferences within available options and arranges viewings, lease signings, and negotiations with landlords.
- Provide and explain information about landlord and tenant rights and responsibilities.
- Arrange any available rental subsidy, support clients to access other income assistance (housing benefits) and arrange rent-direct payments to landlord.
- Assist clients with move-in arrangements including furniture.

#### Resiliency and Advocacy

- Provide advocacy and support to assist families who have obtained permanent housing to move into the community.
- Provide assistance and support to resolve or mediate difficulties with landlords or neighbours to maintain tenancy.
- Intervene with individuals and families in a manner that builds skill and fosters client resiliency.

### HUMAN RESOURCES

**Pincrest-Queensway Community Health Centre**

**1365 Richmond Road, 2nd Floor Ottawa, ON K2B 6R7**

**Fax: 613-288-3407 email: [hr@pqchc.com](mailto:hr@pqchc.com)** (Microsoft Word format only)

Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application.

Only candidates selected for interviews will be contacted.

### **Teamwork and Collaboration**

- Participate in regular chart reviews and case conferences with the team as well as other service providers, as required.
- Connect with external resources that may support client needs and establish a referral system that will streamline access and information sharing.
- Collaborate with other community agencies and stakeholders to share information, problem solve, identify emerging issues, analyze data and coordinate services.

### **Administration**

- Maintain electronic records of client and protects the confidentiality of the information.
- Participate in data collection and analysis as required.
- Participate in information sharing within the Mental Health Services teams and other PQCHC committees and programs.
- Assist in the development of procedures and guidelines for the Families First Program and in the overall planning and development of the Families First program.
- Provide information to PQCHC staff on issues related to housing and homelessness
- Perform other related duties as requested.

### **Qualifications**

#### **Education**

- Undergraduate degree in health or social science from a recognized university or an equivalent combination of education and experience.

#### **Professional Experience**

- A minimum of three years' experience in a community-based setting with an emphasis on housing, housing search and working with homeless and high risk populations.
- Experience working with multicultural populations, disadvantaged groups and/or victims of abuse.

#### **Key Competencies and Knowledge**

- Knowledge of and experience working with community resources.

#### **Linguistic Profile (for Centres with French Language Service Designations)**

- Under the Centre's designation to provide French Language Services
- Based on New Avenues Linguistics Rating Scale: A+ (highest skill) to C- (lowest skill)
  - French (oral expression): A (essential)
  - French (oral comprehension): A (essential)
  - French (reading comprehension): B (asset)
- Other languages an asset

**Personal Suitability/Other Requirements**

- Excellent communication and interpersonal skills and sensitivity to people from diverse cultural, mental health and socio-economic backgrounds.
- Fluency in French and English essential, other languages desirable.
- Ability to work flexible hours.
- Valid driver's license and access to a vehicle required.
- Proficiency in use of computers and various software applications.