

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.

JOB TITLE:	Families First, Housing Search and Stabilization Worker, Off-Site Services Case Worker	JOB #:	2018-0032
Status:	Contract from May 14, 2018 – December 31, 2018	Hours:	35 hrs/week
Benefits and eligibility:	3% in lieu of benefits, HOOPP pension plan eligibility	Pay scale:	\$26.254-31.204/hour
Application deadline:	Friday May 4, 2018 at 4:30pm		

Job Summary

The Housing Search and Stabilization Worker Off-Site Services acts as a member of a multi-disciplinary team to assist homeless families who are unsheltered and/or staying in the City of Ottawa's emergency family shelters or off-site facilities, to promote an improve quality of life by facilitating timely access to housing support in order to secure housing stability and long-term housing.

The Case Worker provides intensive case management support to families who have been housed through the City of Ottawa's Shelter System, in order to help families; stabilize, and maintain long-term housing. The worker identifies and addresses housing and homelessness issues in the community through participation in needs assessments, committees, presentations, consultations and advocacy with the goal of having families integrated in communities, developing resources that will support stability, long-term housing retention and prevent homelessness.

Job Specific Responsibilities

Intake

- Receive referrals from the City of Ottawa's emergency shelter caseworkers.
- Meets with families at off-site locations, to assess their housing needs.
- Assess family needs and proceed with housing search (Social Housing Registry, Co-op Housing, Private Market, etc.).
- Working with the client and in collaboration with shelter staff develops a collaborative housing search and support plan including liaising with Ottawa Housing and private landlords.

Engagement – Housing

- Provide on-going support on client's housing preferences, updates, and changes.
- Arrange and attend home viewings, support clients with lease signing procedures, inform clients of tenant rights and responsibilities, provide clients with information regarding tenant insurance and utility payments, and in some cases advocate and negotiate with landlords on behalf of clients.
- Arrange any available rental subsidy, support clients to access other income assistance (housing benefits) and arrange rent-direct payments to landlord.
- Assist client with move-in arrangements including furniture.

Case Worker Engagement

- 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 neighbors 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 (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.

Working with the Families First Team and External Partners

- Participates 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.
- 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.
- Coordinate and facilitate regular meetings with the housing search and stabilization workers in each of the family shelters to share relevant feedback and information, to problem-solve and identify emerging issues.
- Consult with shelter workers to facilitate client referrals to the Families First Program.
- Maintain accurate client documentation at both, City of Ottawa Emergency shelters and Pinecrest-Queensway Community Health Centre.
- Build and sustain community relationships.

Charting and Administrative

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

Qualifications

- Undergraduate degree in health or social science from a recognized university or an equivalent combination of education and experience.
- Three years experience in a community-based setting with emphasis in housing, **housing search** and working with homeless and high risk populations.
- Previous experience working with multicultural populations, disadvantaged groups and/or victims of abuse.
- Excellent communication and interpersonal skills and sensitivity to people from diverse cultural, mental health and socio-economic backgrounds.
- Knowledge of and experience working with community resources.
- Fluency in English, Arabic or Somali essential, French is desirable.
- Valid driver's license and access to a vehicle required.
- Ability to work flexible hours.
- Basic computer skills.