

Title: Housing Support Worker

Department: Housing

Program: Rapid Re-Housing/ HOM

Reporting to: HOM Team Lead, Director of Housing, and the Director of Programs

JOB PURPOSE AND SUMMARY:

The Housing Support Worker will establish trusting relationships with homeless, impoverished, and/or marginalized youth and young adults who are entrenched in street-life or traveling through Winnipeg with the overall goal of bettering their lives. The Housing Support Worker will work closely with the Rapid Re-Housing team and build on housing supports and partnerships that fulfill the objectives of the program. RaY is a fast paced environment which depends on reliable, open-minded, flexible and team oriented individuals to *provide youth with what they need, on their terms, to better their lives.*

Hours: Full-time, 37.5 hours weekly

Hourly wage: dependent on qualifications and experience

Schedule: Standard hours, Mon-Fri (9:00- 5:00 p.m.), some evenings and weekends may be required

Deadline: Open until filled

KEY RESPONSIBILITIES:

The responsibilities of the Housing Support Worker include, but are not limited to the following:

1. Case Management and Coordination

- Build trusting relationships with homeless and impoverished youth and young adults who access services and resources through RaY's drop-in centre, encouraging healthy and informed decisions which lead to improved quality of life for youth and young adults
- Connect youth to necessary and relevant resources; accessed through referral and direct provision
- Build relationships throughout the downtown, West Broadway, Osborne Village communities and beyond; with local vendors, businesses, social service providers and general public including street entrenched youth and young adults
- Impart information and direction that will empower youth and young adults to make informed and healthy decisions in the hopes of improving their quality of life
- Work in cooperation with RaY's integrated service team and determine effective collaborative strategies that formulate best youth care practices
- Assist youth in achieving stable tenancy through provision of life skills training and mentorship
- Assist youth in apartment assessments and vacancy searches
- Establish community relations with other agencies, becoming familiar with relevant resources and services in order to expand the scope of available resources for street entrenched youth and young adults
- Participate in community activities to promote, partner and network in order to further the rights and opportunities for youth and RaY
- Connect homeless youth and young adults with services that will lead to long-term safe and affordable shelter, whether through RaY's housing program or other relevant services
- Support the work of all programs and departments within RaY, accompanying youth and young adults when support is required outside of the drop-in centre (moving into a new apartment, accompanying anxious individuals to stressful appointments, transporting pets to the Humane Society etc)
- Participate in relevant boards and community networks
- Refer youth and young adults who access resources and emergency services at the drop-in centre to relevant programming and departments within RaY (Housing, Mental Health and Addictions, Employment Support, Advocacy, Health Clinic etc)
- Supervise external programming including field trips and recreational programming

125 Sherbrook Street, Winnipeg, MB R3C 2B5 T: 204 783 5617 F: 204 775 4988

- Implement effective exit planning for youth and young adults who are building towards sustained independence from RaY
- Listen to the needs of youth and young adults while imparting this information to management who can design programming to meet specific needs

2. Administrative Support

- Ensure that all assessments, follow-ups and reports are completed in a timely manner
- Maintain quality up-to date documentation on all interactions with participants and landlords
- Ensure that all data collected is entered and reported in a timely manner (monthly)
- Attend administrative meetings and contribute to the overall agency goals and planning (daily)

Perform other tasks as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

Required Assets

- Creative problem solving and Strong advocacy skills
- Experience working with vulnerable youth or other at-risk populations
- Strong working knowledge of harm reduction principles
- Responsible, organized, and detail oriented
- Excellent interpersonal, communication and written skills
- Cultural competency skills, knowledge, experience and awareness
- Strong working knowledge of Manitoba's housing programs, resources and agencies
- Capacity to build and maintain strong relationship with partner agencies and landlords
- Ability to function independently while also working as part of a frontline team
- Ability to multitask and prioritize in a fast-paced environment with minimal supervision
- Must have a familiarity of resources that are available to youth in Winnipeg; specifically emergency food programs, emergency and available shelter, clothing/food and hygiene banks.
- Must possess knowledge of street life in the inner city including, gang activity, drug use and sexual exploitation.

Desired Assets

- Working knowledge of the Province of Manitoba Residential Tenancies Act

Education and Experience:

- Experience working within the not-for-profit sector
- Child and Youth Care Diploma or acceptable equivalent and related experience
- Preferred certification: Level C-CPR, NVC, ASIST, Stages of Change/Motivational Interviewing
- Minimum of 3-5 years of experience working in a similar role
- Valid driver's licence
- Criminal Record Check, Child Abuse Check and Driver's Abstract
- Proficiency in MS Office, Google Products and general comfort with technology

Physical Demands and Work Environment

- Physical demands: sitting, walking, some lifting up to 20 lbs
- Work environment: an environment of high-stress and fast paced crisis intervention. Will be largely in the office but may require home visitations and transportation of participants within city limits.

RaY is committed to representing diversity among our staff and volunteers. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply and self-identify.

Please email your resume and cover letter detailing the position title in the subject line and email your attachments to employment@rayinc.ca or by fax to (204) 775- 4988 with attention to Employment at RaY. No phone calls please

Thank you for your consideration

125 Sherbrook Street, Winnipeg, MB R3C 2B5 T: 204 783 5617 F: 204 775 4988

www.RaYinc.ca