

<b>JOB TITLE:</b>	Follow Up Support Worker – Housing Services
<b>REPORTS TO:</b>	Housing First Team Leader
<b>SALARY:</b>	\$41,586 – \$48,925 Benefits after probationary period
<b>HOURS:</b>	8:30am – 5:00pm Monday to Friday (37.5hrs/week)

### **BACKGROUND**

Apart of Alberta’s Ten Year Plan to End Homeless, in partnership with Homeward Trust Edmonton, the Follow-Up Support Worker is a member of Boyle Street Community Service’s Housing First team.

The Housing First program is a twelve month intensive case management program targeted towards individuals and families that are chronically homeless and have multiple barriers to permanent housing.

**There are 2 permanent vacancies for this position.**

### **JOB PURPOSE**

The Follow Up Support Worker manages a caseload of previously homeless individuals and/or families to maintain their housing by supporting them in accessing community resources and services to meet both their basic and complex needs. The Follow Up Support Worker will work in partnership with the Housing Outreach Worker, the landlord, and other agencies as necessary to ensure a coordination of services.

### **KEY AREAS OF RESPONSIBILITIES**

- Build relationships and rapport with individuals and families that are referred to the program in order to identify a client centered case plan
- Assessing clients’ barriers and needs in order to assist, support, and advocate with or for the participant
- Maintain detailed case notes, regular assessment, documentation, and files to track outcomes
- Assist clients in accessing household goods and furniture needed to establish a home
- Coordinate referrals to other support services such as Home Care, Mental Health professionals, Addiction Treatment, Doctors, Children and Family Services, and others as necessary
- Support clients with medical, legal, financial appointments, referrals, and transportation
- Support client to access or apply for all financial resources available, or secure employment
- Coordinate food bank referrals
- Promote healthy lifestyles by sharing with clients’ nutritional and food preparation information
- Support clients in personal hygiene and basic housekeeping skills
- Provide crisis intervention services as needed; including follow-up services until crisis situation has stabilized
- Maintain monthly contact with landlords, and weekly contact with clients.
- Provide emotional support to clients



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COMMUNITY SERVICES

- Partnership responsibilities including but not limited to: intake, partnership meetings, case conferencing, training and committees.
- Work co-operatively as part of a team. Team expectations include: weekly case review meetings, planning events and other related activities.
- Perform other related duties as assigned by the Manager/Team Lead which may include: supervising students, organizing program events outside of the regularly scheduled work hours and groups.

## **QUALIFICATIONS**

### **Education**

- Degree or equivalent. Candidates without a degree but who have post-secondary education and relevant and related experience will also be considered.

### **Skill, Abilities and Attitudes**

- A strong commitment to upholding the values of Boyle Street Community Services.  
(See a list of the values at: <http://boylestreet.org/who-we-are/mission-and-history/>)
- Great attention to detail and excellent organizational skills and ability to multi-task.
- Ability to solve problems for clients quickly, creatively and ethically.
- Proven ability to work in a respectful and client centered manner.
- Good working knowledge of Microsoft Office (Word, Excel, Outlook, Access, PowerPoint)
- Able to communicate effectively, with excellent written and oral communication
- Capable of supervising and motivating practicum students and/or volunteers.
- Able to plan and make decisions in a timely, organized and appropriate manner.
- Able to identify and maximize relevant opportunities.
- Clients may at times be aggressive, must have de-escalation skills.

### **Experience and Knowledge**

- At least 2 years of experience of delivering community based services.
- Knowledge of Landlord and Tenant Legislation.
- Knowledge of evidence based practices, motivational interviewing skills and cognitive behavioral techniques.
- Experience of networking with a range of partners and stakeholders.
- Excellent knowledge and understanding of poverty related issues, trends and services particularly within, but not limited to the urban aboriginal population is essential.
- Valid class 5 license and reliable vehicle as local travel is required
- Criminal record and Child and Youth Information Systems check are required.

***Boyle Street Community Services values diversity and welcomes applications from First Nation, Inuit, Métis, New Canadian, racialized, differently abled and LGBTTTQIA communities.***

### **To Apply:**

Please email your resume and cover letter to: [hr@careersforcommunity.ca](mailto:hr@careersforcommunity.ca)  
Please include **Follow-Up Support Worker** in the Subject Line of the email.

**Closing Date: Until Suitable Candidate is Found**