



Job Title: Housing Support Worker (HSW)

Position Summary:

The Housing Support Worker plays a vital role in providing intensive case management services to residents at Ambrose Place. This position is focused on helping residents reconnect with their community, family, cultural identity, and achieve greater independence through resident-centered and strength-based goal setting. The primary objective is to enhance long-term housing stability for residents.

DUTIES AND RESPONSIBILITIES

Program Delivery:

- Maintain an active caseload of residents.
- Assist residents in various aspects of their lives, including community integration, life skill development, financial stability, socio-recreational interaction, and housing stability.
- Regularly review resident goals and make necessary revisions to align with their progress.
- Attend all relevant case management meetings applicable to the client, resident, or tenant.
- Address resident behavior that may pose eviction risks and take appropriate measures.
- Provide intensive support to residents, ensuring their physical, emotional, mental, and spiritual needs are met by connecting them with internal and external support systems.
- Evaluate residents' readiness to transition to a less monitored floor.
- Collaborate with the Director or designated personnel to conduct comprehensive assessments to determine if a resident is prepared to move to a more independent apartment or housing facility after one to four years.
- Ensure monthly rent payments are made by residents and received by the landlord as part of ongoing support.
- Offer support to healthcare staff and mediate effectively on behalf of residents when necessary.
- Assist in the re-housing process for residents as needed.
- Conduct intake shifts as required.
- Fulfill any other duties as assigned.

Financial:

- Maintain accurate mileage and expense logs for reimbursement purposes.
- Complete monthly rent reconciliation for all residents on your caseload with precision.
- Assist residents in troubleshooting issues related to rent and utility bill payments, tax obligations, and teach budgeting skills when necessary. Ensure expenses associated with moving out and apartment cleanup are addressed.

General and Administrative Duties:

- Maintain thorough and accurate electronic case notes, computer records, program information, and critical incident reports in a timely manner.
- Keep up-to-date resident files for each individual on your caseload.
- Provide updated program information, statistics, and any required reports.
- Participate in probationary evaluations and annual performance reviews.
- Attend scheduled staff and supervision meetings.
- Perform any other duties as required to support the overall success of the program.

QUALIFICATIONS

Education and Experience

- Degree or Diploma in Human Services or related discipline
- Minimum of one year related employment experience
- Alberta Class 5 License, satisfactory driver's abstract and a vehicle

Knowledge, Skills and Abilities

- Strong written and verbal communication and interpersonal skills, result oriented, good time management, strong organizational and problem-solving skills
- Good working knowledge of Microsoft Word and Excel programs
- Familiarity with issues of poverty, homelessness and Edmonton's urban core
- Familiarity working with high risk populations and an understanding of Aboriginal cultures, history and current issues
- Ability to speak Cree, Blackfoot or Dene a definite asset

Conditions of Work

- Some evening and weekend work required
- Operation of personal vehicle with required insurance

Benefits:

- Health Benefits: Access to health insurance coverage, including medical, dental, and vision plans
- Indigenous Cultural Awareness: Access to ongoing cultural supports and paid ceremonial leave
- Meaningful Work: The satisfaction of making a positive impact on Indigenous communities by addressing the housing needs of Indigenous populations and working towards social justice.
- Collaborative Environment: The opportunity to work closely with diverse stakeholders, including Indigenous leaders, government officials, community members, and other professionals committed to Indigenous housing, fostering collaborative relationships and collective problem-solving.
- Community Engagement: The ability to engage directly with Indigenous communities, build relationships, and witness the positive outcomes of the agency's housing programs and initiatives.