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***Join our Amazing E Fry Ottawa Team!***

## **Housing Support Worker – Rural and Remote Communities**

The Elizabeth Fry Society of Ottawa is a not-for-profit, feminist community agency offering programs and services to women and men in conflict with the law. Our programs and services aimed at reducing homelessness include providing housing loss prevention and housing search/relocation assistance to homeless and at-risk women in rural and remote areas in the Champlain District, including Renfrew County, Lanark Leeds and Grenville, Stormont Dundas and Glengarry and Prescott Russell. The Housing Support Worker is a position in a unionized organization.

**Job title:** Housing Support Worker – Rural and Remote Communities  
**Reports to:** Manager, Community Programs and Services  
**Hours:** 30 hours/week  
**Language:** Bilingual Imperative – English and French (**candidates will be required to demonstrate that they meet the language requirements**)  
**Salary:** \$20.27/ as per collective agreement (**negotiations for a renewed collective agreement has been initiated**), plus benefits

### **Core Responsibilities**

Our Housing Support Worker provides housing case management services to adult women in the rural eastern Ontario to reduce the risk of homelessness and/or help clients achieve housing stability. This position requires mostly daytime work with some evening and weekend work required. ***This position involves travel (by car) to small communities in rural eastern Ontario.***

### **Intake and Assessment**

- Identify clients through outreach activities in the rural eastern communities
- Liaise with the Elizabeth Fry Society Community Liaison Worker at the Ottawa-Carleton Detention Centre (OCDC) and Community Residential staff to identify clients that require housing support in the rural and remote communities
- Liaise with local community service providers and shelters to identify and prioritize clients that require housing support and advocacy
- Administer agency intake and assessment tools as required to support clients

### **Release/Discharge and Housing Procurement Support**

- Assist clients with emergency shelter or other interim housing in the rural and remote communities as needed
- Assist clients with securing income benefits, transportation needs, and identification needs
- Assist clients by arranging viewings, speaking to landlords, choosing housing, and assisting with move-in arrangements, including the procurement of furniture and/or small household items

## Ongoing supports

- Assist clients to access resources in the community to support their tenancy, promote healthy living/lifestyles or provide long-term support, if required, including making connections to the LGBTQ2+ and Indigenous community
- Assist clients to access food banks in their community and/or assist with food vouchers
- Assist rural clients and with housing search, accompany clients to property viewings, social assistance appointments and landlord and tenant hearings and be comfortable with transporting clients in a vehicle
- Assist clients in problem solving and crisis intervention around housing conflicts and legal issues that may put their tenancy at risk
- Help clients prepare a monthly budget, a weekly calendar of meaningful things to do, a personal guest policy, a risk minimization plan and crisis plan
- Facilitate access to health and social care to clients to help them achieve housing stability and encourage well-being
- Provide information on tenant rights and responsibilities as needed and if necessary, support client through an eviction process with tenant/landlord negotiations
- Assist clients to access employment, educational and volunteer opportunities that promote self-sufficiency, independence, and community integration
- Stay informed and updated on community resources for housing and housing related intervention supports (legal clinics, tribunals, emergency housing)
- apply for or negotiate access to social housing, non-profit housing, and provincial rent supplements as needed

## Other responsibilities

The Housing Support Worker will collaborate with other community agencies and stakeholders to share information, problem solve, identify emergency issues, analyze data and coordinate services. The position requires ongoing reporting on the progress of the Reaching Home: Canada's Homelessness Strategy Project required by the funder (United Way Simcoe Muskoka) and E Fry Ottawa. Other duties may be assigned by the Manager, Community Programs and Services. All E Fry Ottawa staff are responsible for promoting and delivering on the mission, vision and values of our organization.

## Qualifications

### Required education and experience

- Experience and/or education equivalent to a post-secondary degree in social work, criminal justice, or a related field
- Minimum 2 years experience engaging and collaborating with vulnerable populations, specifically women who are involved in the justice system who live with moderate to high level challenges that are considered barriers to stable housing.
- An understanding of mental health and addiction issues, including knowledge of harm reduction strategies
- Experience recognizing and responding to women experiencing homelessness with gendered and trauma-informed care
- Experience using the SPDAT range of assessment tools and case management tools or willingness to be trained to use these tools

- Valid First Aid/CPR, Non-Violent Crisis Intervention (NVCi) and ASIST certification considered an asset
- Valid driver's license and clean driver's abstract considered an asset

### Required knowledge, capacity and commitment

- A demonstrated understanding of factors that contribute to women's involvement in the justice system
- A demonstrated understanding of the systemic reasons for homelessness
- Excellent interpersonal skills and ability to engage with and establish trust relationships
- Strong Motivational Interviewing skills to support creation and maintenance of case plans
- Strong crisis management skills
- Knowledge of the Reaching Home: Canada's Homelessness Strategy Directives
- Strong organizational and reporting skills to meet funder requirements
- Excellent verbal and written communication skills in both French and English
- Ability to manage a small budget to assist clients with basic needs
- Have access to a reliable vehicle considered an asset (with appropriate insurance), and be willing and able to transport clients to viewings, appointments, and meetings

The successful candidate will be required to pass a security clearance at the Protected B Level and to have an updated clear Criminal Record Check (for vulnerable populations)

<p><b>Are you an ideal candidate?</b></p> <p><b>In addition to the above requirements, some "great to have" qualifications include:</b></p> <ul style="list-style-type: none"> <li>▪ You have a genuine interest in working with marginalized women with care and empathy.</li> <li>▪ You are keen to spend time with clients in rural areas of eastern Ontario.</li> </ul>	<p><b>Apply by noon - September 6, 2021!</b></p> <p>Please submit your resume and a cover letter to Diane Serré, Manager, Community Programs and Services, through <a href="mailto:careers@efryottawa.com">careers@efryottawa.com</a></p> <p><i>Tell us how you meet or exceed the above required and "great to have" qualifications.</i></p>
<p><b>We thank all who apply. Only those selected for an interview will be contacted.</b></p>	