



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

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

- 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:** \$21.61 plus benefits

To protect vulnerable clients and staff, the successful candidate will be required to provide proof of full vaccination against COVID-19 as per our immunization policy. The successful candidate will be required to provide an updated Criminal Record Check (for vulnerable sector).

## **Welcome!**

E Fry Ottawa is committed to employment equity, actively seeks diversity in the workplace, and welcomes and encourages applications from members of equity seeking groups including women, transgender, non-binary, and LGBTQ+ individuals, First Nations, Métis and Inuit individuals, persons with disabilities and members of racialized and marginalized groups.

## **About E Fry Ottawa**

The Elizabeth Fry Society of Ottawa is a not-for-profit community agency that supports and advocates for women, gender-diverse people and men impacted by the justice system. We provide a diverse array of community-based and residential programming. Our work is aimed at reducing harm and oppression, supporting people to overcome barriers to reintegration, and empowering them to build a life of stability and resiliency. We are a feminist organization committed to working from a human rights and anti-oppression perspective, recognizing systemic barriers that lead to marginalization. We work with trauma-informed, person-centred principles to promote a respectful, diverse, and inclusive environment that promotes healing, recovery, and successful reintegration. E Fry Ottawa is a unionized workplace.

### **Our Housing Support Worker...**

- Provides housing case management services to adult women and gender-diverse people in Ottawa and rural and remote areas in the Champlain District, including Renfrew County, Lanark Leeds and Grenville, Stormont Dundas and Glengarry and Prescott Russell
- Assists clients in accessing community services and community integration, finding, and maintaining housing, or acting in a role of advocacy when it is appropriate to do so
- Work with clients in areas of skill building, goal setting and safety planning

**This position involves travel (by car) to small communities in rural eastern Ontario. Valid driver's license and access to a reliable vehicle considered an asset (with appropriate insurance), and be willing to transport clients to viewings, appointments, and meetings. A clean driver's abstract is required to access agency vehicle.**

## Core Responsibilities

### 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 supports 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 LGBTQ+ and Indigenous community
- Assist clients to access food banks in their community and/or assist with food vouchers
- Assist clients 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 and gender-diverse people 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 and gender-diverse people experiencing homelessness with 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 (NVC) and ASIST certification considered an asset

### Required knowledge, capacity and commitment

- A demonstrated understanding of factors that contribute to 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

**Submit your résumé and cover letter today! We thank all who apply. We will contact only those selected for an interview.**

**Please submit to Diane Serré, Manager, Community Programs and Services at [careers@efryottawa.com](mailto:careers@efryottawa.com) by 4:00pm, Friday June 24, 2022.**