



Position Title: Housing Crisis Intervention Worker **Department:** Support Services

Reports to: Team Lead of Outreach Services

Pay Range: Commensurate with experience

Hours: Full-time | 1 year term

How to apply: Please send your cover letter and resume to resumes@pacificahousing.ca by May 26th, 2020 at 4:00pm.

Organizational Focus:

Pacifica Housing Advisory Association (Pacifica Housing) has been providing safe and affordable homes for almost 35 years and is one of the largest non-profit housing providers on Vancouver Island. As a charitable organization, Pacifica Housing's vision is *better lives through affordable homes and community connections*. Our mission is to be a leading innovative provider of affordable homes and support services that contribute to the independence of individuals and families.

Pacifica Housing is a rapidly growing organization dedicated to meeting the housing and support needs of our community. As such, we are committed to building up our fast-growing team with a culture that supports and drives our people and reinforces our team with caring, responsible innovators. Pacifica owns and/or operates 37 properties in addition to a number of programs. The annual budget is approximately \$16M and the total staff complement is around 160 employees.

The Housing Crisis Intervention Worker provides case management to individuals and families requiring more intensive support to stabilize and maintain tenancy within affordable and family subsidized housing.

Position's Primary Objectives:

This position provides comprehensive case management services for tenants who require temporary and ongoing support by:

- Assessing individuals and families identified by Tenant Services, to provide appropriate supports and referrals to other community agencies where necessary;
- Working collaboratively with Tenant Services and the Managers of Tenant Services to address issues negatively impacting tenancies; and
- Developing and managing case plans to promote family wellness and housing stability.

Key Responsibilities:

I. Using a strength based client-centered approach, provide comprehensive temporary and ongoing case development and management services to promote long-term housing stability, including:

- initiating contact, assessing needs and building therapeutic relationships with individuals and families identified by Tenant Services requiring a variety of supports;

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- identifying tenant strengths and barriers to stability and assisting tenants in addressing challenges;
 - working with individuals and families to become familiar with each tenant's situation and developing an individualized case/service plan including advocating/supporting:
 - access to government agencies;
 - substance use;
 - rental assistance;
 - mental health;
 - hoarding;
 - family violence;
 - facilitating regular support meetings with individuals and families, and providing ongoing support based on need;
 - providing or facilitating the provision of training and education for Activities of Daily Living (ADL), life skills, financial literacy, coping strategies etc.;
 - transporting and assisting tenants to and from appointments based on need; and
 - providing ongoing updates in both oral and written form to the Team Lead of Outreach Services and client case management challenges.
2. Collaborate with Tenant Services and other agencies to support identified individuals and families, address ongoing challenges, assess family safety and maintain housing, including:
- accept, assess and review Tenant Services referrals with Tenant Services Coordinators and the Team Lead of Outreach Services;
 - communicate and meet with Tenant Services on a regular basis to update and assess ongoing tenant needs in written and oral form; and
 - where child and family safety is a factor, meet reporting obligations as indicated by child welfare standards and work collaboratively with outside agencies.
3. Establish and manage successful relationships with Landlords to advocate on behalf of clients' and support long-term housing stability, including:
- assessing clients' stability in housing placements through regular and on-going contact with landlords;
 - mediating complex issues between the landlords, other community service providers, stakeholders and clients;
 - coordinating and participating in client move out activities including assisting directly with moves such as lifting heavy furniture, packing, loading and cleaning; and
 - coordinating repairs and remediation of units with landlords within guidelines and approved budgets.
4. Maintain case files and perform a variety of other functions, including:
- collecting and maintaining complete records and program statistics following the principles and intensive case management process;
 - maintaining concise and accurate client files including current case notes and information about each client's progress with their respective case plans;
 - representing Pacifica Housing in meetings and professional settings;
 - attending and participating in case conferences, staff meetings, training sessions and workshops;
 - assisting in the development and implementation of policies and procedures;

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- contributing to ongoing learning and evaluation processes as part of the pilot for program improvements; and
 - reviewing, training and overseeing work assignments for practicum students.
5. Understanding the process of ensuring housing for non-subsidy units with suitable tenants by:
- reviewing tenancy applications and conducting one-on-one interviews as needed;
 - understanding the new tenant sign-up procedures; and
 - maintaining a current understanding of trends in the local rental market.

Qualifications (minimum Education and Experience requirements):

Education:

- Diploma or Bachelor degree in Social Work or Psychology, OR Counselling, Mental Health or Addictions Worker qualifications or other related social services field from college or university
- Conflict resolution/crisis prevention training and experience required

Experience:

- Minimum of two (2) years recent related experience

Knowledge, Skills and Abilities:

- Demonstrated knowledge of the impacts of addiction, mental health, homelessness and poverty
- Demonstrated ability to work with individuals who have multiple barriers to stable housing
- Demonstrated ability to work independently and be part of an integrated community team
- Knowledge of local community resources
- Knowledge of the psychosocial rehabilitation model
- Awareness of harm reduction and 'Housing First' theory and practice
- Demonstrated conflict management/crisis prevention skills
- Ability to communicate effectively both verbally and in writing with clients, staff and community professionals
- Proficient in MS Office programs including Word, Outlook and Excel
- Knowledge of the Residential Tenancy Act
- Experience working with the Residential Tenancy Branch

Note: *An equivalent combination of education and experience may be considered.*

Additional Criteria for Role:

- Completion of a Criminal Record Check with the Vulnerable Sector is required before employment commences.
- First Aid Certification is required.
- Must have valid driver's licence and access to a reliable vehicle with a minimum of \$2 million liability 'business class' insurance.

Pacifica Housing advises all employees, contractors and volunteers of the risk of violence, injury and harm that is present in the execution of their duties. Pacifica Housing is committed to providing a safe and risk-free work place, however, we acknowledge the inherent risk in social housing and direct support work while in homes and in other support relationships.

Behavioural Competencies assigned to the Role:

Core Competencies

Caring: Intermediate

Creative: Intermediate

Responsible: Intermediate

Role-Specific Competencies

Relationship Building: Intermediate

Self-Management: Advanced

Decision Making: Intermediate

Pacifica Housing is an equity employer and encourages applications from women, persons with disabilities, members of visible minorities, Aboriginal Peoples, people of all sexual orientations and gender identities. All qualified individuals who would contribute to the further diversification of our organization are encouraged to apply.