



Housing Retention Caseworker

OVERVIEW

The Housing Retention Caseworker position works with low-income individuals and families in the north Durham townships of Uxbridge, Scugog and Brock who are experiencing housing instability. The Housing Retention Caseworker provides housing stabilization services through financial aid programs, referrals to community resources and connection to government and non-profit programs in an effort to maintain their current tenancies.

RESPONSIBILITIES

- Meet with clients and landlords in the community
- Advocate on the client's behalf with OW, ODSP, other social agencies and legal support services
- Coordinate with the Service Navigator for referrals to community resources such as employment and food security and the Mental Health and Addictions Caseworker to provide mental health and addictions referrals and resources
- Advocate/negotiate/mediate with landlords on behalf of clients
- Assist with applications for Housing Stability Program, LEAP funding and other financial security programs
- Provide clients with information on the Landlord and Tenant Board Tribunal process related to both landlord and tenant applications
- Educate clients on their tenant rights and responsibilities under the *Residential Tenancies Act* (RTA)
- Accompany clients to Landlord Tenant Board hearings to provide support
- Connect clients to resources in other cities when they are preparing to relocate
- Assist clients with applications for the Ontario Electricity Support Program (OESP)
- Assist clients with applications for replacement ID
- Participate in and coordinate multi-disciplinary interventions
- Assist and supervise clients with shower, laundry, kitchen and resource center needs
- Provide transportation in personal vehicle to clients, as needed
- Ensure services & treatment are delivered from a strength-based framework and customized to meet individualized needs of clients
- Provide crisis intervention linkages, referrals through consultation to ensure client support and housing stabilization
- Foster and maintain ongoing relationships with clients, service providers, and identified resources
- Maintain up-to-date case notes, progress reports and client files with clear rationale for methods and intervention used, and statistical documentation in accordance with the program requirements
- Complete and maintain accurate statistical and narrative reports on all clients
- Maintain a system to track and report all performance indicators for North House programs
- Ensure that all client data is entered accurately and within 48 hours into the HIFIS (Homeless Individuals and Families Information System) database
- Coordinate with the Mental Health and Addictions Caseworker to provide Harm Reduction education and supplies to clients and walk-ins
- Attend all team meetings, weekly debriefing sessions, case conferencing and participate as a full member of the team
- Attend and represent North House on community committees and in community meetings as required
- Liaise with community partners by:
 - informing community agencies about North House and its programs
 - facilitating referrals and meetings with agencies
 - advocating for low-income households
 - obtaining community support for non-traditional initiatives and programs
 - attending and participating in community planning events and activities
- Miscellaneous duties as required or assigned by Management

SKILLS

- Social Work or Social Services Work diploma from an accredited College or University is a mandatory requirement
- Member in good standing of the Ontario College of Social Workers and Social Service Workers (OCSWSSW) or must be able to obtain membership within the first three months of employment
- Minimum of three years recent experience in the area of housing and social service work
- Experience working within a non-profit and/or social services environment
- Experience providing support services to individuals facing challenges surrounding their housing instability, including, but not limited to; mental health, family violence and/or addictions
- Knowledge and understanding of social housing, the *Residential Tenancy Act* and eviction prevention strategies
- Experience working with at-risk or vulnerable individuals
- Knowledge of current housing market and trends, vacancy rates, and rental prices
- Ability and experience assessing client needs, and ability to assist clients to develop strategies for achieving their goals while problem-solving barriers
- Well-developed interpersonal, and relationship building skills; as well as ability to establish rapport and excellent communication (written and oral) with clients, team members, and Executive Director
- Experience and ability to appropriately respond to crisis situations; combined with strong de-escalation, conflict resolution and problem-solving skills
- Ability to work effectively within a team setting
- Driver's license and access to vehicle required
- Ability to work sensitively and effectively with people from various life situations and backgrounds
- Demonstrated excellent administrative and organizational skills; strong computer skills, specifically Microsoft Office Suite, including Word, Excel and PowerPoint
- Previous experience using and data entry into HIFIS is an asset

WORKING CONDITIONS

- Sit at a desk, as well as stand and walk daily, in order to perform the duties of the job
- Concentration, attentiveness and creativity required daily to attend meetings, manage a caseload, prepare documents, listen to clients, etc.
- Works in office and work field environments
- Exposure to abusive/irate clients, distractions, interruptions and deadlines
- Possible exposure to substances and/or needles, pests, and biohazards (PPE provided)
- Interacts with clients, staff, visitors and staff from other organizations
- Able to lift items as heavy as 25 lbs
- Manual dexterity required to use desktop computer and peripherals
- Must be fully vaccinated against COVID-19
- A current police vulnerable sector check is required

LOCATION

The North House main office is in Uxbridge. Due to North House's service delivery requirements, the incumbent will be required to work and travel throughout Durham Region, primary in the north Durham area. Office setting with occasional travel to events or client and agency meetings within the Durham Region catchment area.

COMPENSATION AND HOURS

This is a full-time position in-office with regular hours of work are 9 am to 5 pm, Monday to Friday; however, occasional evenings and weekends may be required. Salary \$52-55K/year based on experience. Extended health care including dental and vision care. Ten paid personal days plus three weeks vacation.

Proof of COVID-19 vaccination is a requirement of all North House staff except for those with an approved medical or human rights exemption.

Please note that submissions will be reviewed on an ongoing basis, and therefore early submission is encouraged. Please send your resume to careers@northhouse.ca. Only those candidates selected for an interview will be contacted.