



Victoria Native Friendship Centre
Internal/External Employment Opportunity - Leave fill in
Follow-Up Support Worker – Streets to Homes



Working as part of the Greater Victoria Streets to Homes (S2H) multi-partner initiative, the (S2H) **Follow-up Support Worker** will assist individuals who are chronically homeless to maintain market rental housing by providing case management services to the tenants as well as landlord supports to ensure long term successful tenancy and independence.

DUTIES: including but not limited to, others may be assigned

- Provide the case management services for homeless clients maintain private market housing
- Participate in the S2H Front Line Worker Committee to share information, determine the appropriate housing alternatives, manage client issues, etc.
- Work with clients using a strength-based client centered approach to develop plans for long term stability.
- Facilitate weekly support meetings with the clients and provide ongoing support based on need
- Provide the link to appropriate community resources, agencies, or government ministries
- Advocate on behalf of clients e.g. landlords, social service agencies, ministry workers and Mental Health case managers
- Follow up and contact with participating S2H landlords on a regular basis as it relates to the tenant
- Mediate between the landlord and tenant as necessary
- Perform and/or coordinate the clean-up and repair of problematic residences as identified above within guidelines and approved budgeted amounts
- Maintain complete records and statistics following the Streets to Homes principles and intensive case management process
- Provide both oral and written reports, case notes and correspondence as required using the S2H tools
- Commit to a coordinated and integrated team approach in conjunction with partner agencies to problem solve and for case co-ordination
- Assist in the development and implementation of policies and procedures
- Contributes to ongoing learning and evaluation process as part of the pilot for program improvements
- Other duties as assigned

KNOWLEDGE AND ABILITIES:

- A sound knowledge of the local Aboriginal and mainstream community and services/resources
- Proven capacity to work effectively with volatile individuals living with mental health and addiction issues
- Ability to work independently and be part of an integrated community team and in partnership with a variety of agencies
- Excellent interpersonal communication skills, both written and oral
- Ability to multi-task while remaining composed and maintaining a professional attitude in high stress and potentially volatile situations
- Demonstrated success in interventions, crises and outcomes.
- Awareness in the value of harm reduction practices
- Knowledge of ethics and boundaries
- Willingness to assist with basic sanitation and pest control measures (i.e. preparation for bedbug treatment)
- Proficiency in Microsoft Office including Word, Excel, and Outlook a must
- Ability to read and write various correspondences such as but not limited to letters, memos, etc.; comprehend simple instructions, and interpret various documents.
- Physical requirement - The incumbent must spend a major portion of the work hours standing, walking, and/or sitting. The incumbent may be required to do a great deal of stretching, bending and lifting.

EDUCATION AND EXPERIENCE: The successful candidate will possess a combination of education and experience that satisfy all or most of the following:

- Bachelor's degree from a four-year college or university in Social Work, Counselling, or Addictions Worker; and/or two to four years related experience and/or training; or equivalent combination of education and experience.
- Valid BC class 5 driver's license and access to a reliable vehicle.
- Relevant experience working with Aboriginal communities and/or non-profit organizations.
- Criminal record check

SALARY: Wage Scale \$19.00 - \$23.00/hour (depending on experience) .

HOURS: Monday – Friday 35 hours/week; schedule set to meet program needs

TERM: Leave fill in, extension possible.

COMMENCES: March 2012 (approx.)

Please submit your cover letter and resume attention to:

Streets to Homes Coordinator

(by mail / fax / email to admin@vnfc.ca or in person)

No phone calls please, only those selected for interviews will be contacted.

An eligibility list will be established.

Closing Date: Fri. February 24, 2012 at 4:30 pm

Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Aboriginal ancestry.