



Job title:	<i>Housing Outreach/Settlement Worker</i>
Department:	<i>Housing</i>
Reports to:	<i>Housing Manager</i>
Hours of work:	<i>8:30 a.m. – 4:30 p.m.</i>
Issued:	<i>April 2021</i>

Company Overview

The Community Development Council Durham (CDCD) is an independent, not-for-profit social planning organization that has been working to enhance the quality of life for individuals, families and communities in Durham for 50 years. We organize a variety of research, community development and social planning initiatives as well as administer and deliver front line social service programs. Please visit us at www.cdcd.org for more information.

Job Purpose

The Housing Outreach/Settlement Worker (OSW) provides support to individuals and families in the Ajax/Pickering area who are at risk of homelessness.

The OSW will assess client housing needs and providing support and guidance, as well as information and referral services to immigrants and new Canadian citizens, including convention refugees, refugee claimants; non-immigrant foreign domestic works who may apply for permanent residence status.

The OSW has a broad understanding of the services available to Durham Region residents who are at risk. Using a coordinated access approach, the HOW is responsible for advocating on behalf of clients and referring them to appropriate organizations when required. The OSW will also be responsible for facilitating group sessions and preparing presentations on housing related topics. The successful candidate will need to identify and attend events to create awareness about housing programs.

Duties and Responsibilities

- Conduct holistic client intake, assessment and case planning services, utilizing a client-centered, anti-oppression and strength-based approach to assist clients in securing permanent housing;

- Client intake, assessment, follow up, referral and advocacy;
- Maintain client files, ensuring confidentiality
- Manage caseloads and maintain detailed case management notes within the HIFIS database
- Meet with potential clients, assess and determine the appropriate housing response to a household's request for support services and accommodations to resolve their housing needs
- Responsible for providing support and guidance, as well as information and referral services to newcomers, immigrants and new Canadian citizens seeking housing services
- Refer newly-arrived newcomer clients to Immigrant-serving organizations to connect them to support that address their initial settlement needs
- Provide referrals and resources to individuals or families that assist with problem solving and address immediate needs
- Act as a resource to, and advocate for, individuals in the Ajax/Pickering area
- Meet clients throughout the community to provide housing support. (ex. YMCA, Ajax Homeless Hub, CAREA, Library etc.)
- Actively engage with clients through Street Outreach. Assertively engage with clients to secure housing, Secure income assistance if necessary, assisting with leases, deposits, setting up utilities, signing of leases, complete and submit OESP applications, assist clients with ID replacement
- Assist clients with filling out HSP applications and gathering documentation
- Conduct population specific VI-SPDAT assessments immediately with individuals or families who are sleeping rough or in places not fit for human habitation and/or chronically homeless
- Identify and attend events to increase community outreach and public education about the housing programs
- Collect and display accurate resource information on housing advocacy for clients;
- Collect information on, and participate in, team, agency and partner communication on systemic housing issues;
- Attend and participate in advisory committees as needed, including agency partners' meetings;
- In addition to referred clients from other community partners, conduct outreach efforts to identify and connect with homeless individuals who require assistance
- Engage in activities to reach isolated households/individuals and at-risk families
- Facilitate group sessions and prepare presentations on housing-related topics; evictions, landlord/tenant rights budgeting, Rent Smart etc.

- Liaise with Landlord Engagement Worker, shelters and other community resources to establish referral processes to ensure individuals are appropriately linked
- Facilitate Outreach start-up supports for clients using program approved guideline, templates and tracking tools
- Establish and maintain partnerships with other community outreach workers
- Participate in the design, implementation and evaluation of housing programs to meet identified needs
- Conduct housing searches using the landlord database, and various websites. (Ex, viewit.ca, kijiji, craigslist, marketplace etc.)
- Track client statistics using the HIFIS database and agency excel spread sheet. Suggest new initiatives and contribute to other projects/duties as required
- Attend and support internal and/or external committees, meetings and events where applicable
- Perform other tasks as assigned by Housing Manager or Housing Team Leads

Personal Attributes

- Professional and polished demeanor, with excellent communication skills
- Strong work ethic, integrity and ability to instill trust
- Immaculate attention to detail and takes personal pride in work performed.
- Must have a high level of integrity and ability to work with confidential and sensitive information
- Maintains flexibility and performs under pressure with tight deadlines.
- Requires a high degree of initiative and judgment
- Highly motivated, dynamic, proactive and forward-thinking individual with exemplary interpersonal skills
- Team player who is positive, professional and experienced in working with at-risk clients
- Highly organized with strong time management skills and the ability to handle multiple projects concurrently and meet tight deadlines
- Responds to stressful situations in a calm, collected and professional manner
- Demonstrates the ability to deal effectively with a variety of people and resolve conflict when necessary
- Strong decision-making ability and keen attention to detail
- Must be proactive, resourceful, and possess the ability to resolve complex client concerns
- Demonstrated sensitivity and awareness of cultural diversity issues and promotes an inclusive work environment

- A valid Ontario driver's license (Class G), use of a vehicle and the ability to work in a variety of settings

Qualifications

- A minimum of 3 years of relevant experience providing enhanced case management and outreach in a community-based housing or related agency;
- 3+ years working experience in settlement services
- Completion of a college diploma or undergraduate degree in Social Work or other relevant discipline;
- Demonstrated understanding of the Housing Help sector's intersection with other sectors and issues being faced by at-risk and diverse populations;
- Extensive knowledge of community-based resources and government agencies for low-income people, including income through Ontario Works, Ontario Disability Support Program, Old Age Security;
- Practical knowledge of housing help-sector best practices, the Housing First model, the Landlord and Tenant Act, the Residential Tenancies Act, the Housing Services Act, and all other relevant legislation;
- Strong mediation and problem-solving skills;
- Excellent oral and written English communication skills; second language an asset;
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook and using the Internet
- Non-violent crisis intervention (CPI), suicide intervention (ASIST), standard first aid or a commitment to secure those requirements within six months of being hired
- Able to work both independently and within a team context;
- Capable of effectively managing stressful client situations

Additional Requirements

- A valid Ontario driver's license (Class G), use of a vehicle and insurance with the ability to work in a variety of settings.
 - Successful candidate must provide an acceptable criminal records search prior to commencing employment
 - The physical ability to function effectively in an environment that includes both a normal office and duties being carried out in an external setting.
 - Some evening and/or weekend may be required
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APPLICATION PROCESS: Applicants are requested to submit their resume and a covering letter stating salary expectation, while outlining their strengths, experience and aptitude to fulfill the position requirements.

Please submit applications via email, with “Housing Outreach/Settlement Worker” in the subject line, to: hr@cdcd.org. We would appreciate no phone calls or agencies.

CDCD thanks all applicants for their interest; however, only those asked for additional information and/or selected for an interview will be contacted.

CDCD is committed to providing equal opportunity to all employees. We strive to create a diverse and inclusive workplace that represents the cultural mosaic of the Durham Region and the communities we serve. We recognize the value that comes from the different viewpoints, unique experiences and diverse perspectives of our employees, who bring fresh, new ideas to our business. Diversity plays a key role in our ability to deliver our mission.

CDCD is strongly committed to diversity and inclusion within its community and encourages applications from Indigenous peoples, racialized persons/persons of colour, persons with disabilities, women, LGBTQ2S persons, and others who may contribute to fostering innovative ideas and solutions.

As an employer, CDCD has a duty to accommodate at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.