

NORTH OF SUPERIOR COUNSELLING PROGRAMS
Position Description Housing Coordinator, Adult Temporary
Services Contract
(Union)

Summary

The / **Housing Coordinator, Adult Services** provides a range of supports for individuals living in the community who are homeless or at risk of becoming homeless any of whom have ongoing, serious and complex mental and physical health and addiction issues. The Housing Coordinator, Adult Services offers clients daily support to assist program participants develop life skills through counselling support, gain access to adequate resources to increase their quality of life with the main priority with the focus being to assist obtaining and maintaining housing.

The Housing Coordinator, Adult Services will work in partnership with other key stakeholders and service providers to facilitate access to services along the service continuum.

Worksite Location: Primary location Nipigon site, may encompass travel within the NOSP service area.

Core Competencies

• Mindfulness & Self Reflection	• Creative and Innovative Thinking
• Coaching and Mentoring	• Resourceful & Adaptable
• Accountability/Dependability	• Communication
• Critical Thinking	• Decision Making
• Networking and Relationship Building	• Ethics and Integrity
• Planning and Organization	• Time Management
• Independence & Teamwork	• Client & Service Orientation

Job Duties

- a. Working as a key partner for the support and empowerment of healthy people, resilient families, and vibrant communities within the NOSP Service Area.
- b. Experience with community/program development and case management
- c. Sound knowledge of the range of primary and community health, mental health and addictions and related social services and how to access them.
- d. Ability to work with client's needs within a recovery framework.
- e. Implement client-centered supports using a harm reduction approach.
- f. Demonstrated tolerance and understanding for individuals who present for services with urgent multiple needs, issues and problematic behavioural characteristic.
- g. Apply long-term strategies that support client recovery.
- h. Knowledge and understanding of the impact of intergenerational trauma and colonization.
- i. Use of standardized assessment tools to determine the types and level of service(s) required to support development of life skills for independent living (tenant rights and responsibilities, budgeting, utility set up, etc).
- j. Co-develop treatment plans with clients that include goals to address needs identified through assessment, engaging clients and families to take an active part in the process.
- k. Monitor client's achievement goals, providing follow-up and revisions to goals as required.
- l. Advocate for and support clients as appropriate through various means, including but not

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- limited to participation in case conferences, facilitating contact with other services and making referrals to other services.
- m. Maintain an accurate client record that is reflective of services provided and contains updated information.
 - n. Contribute to quality assurance/improvement activities through participation in the evaluation of services by providing clients with standardized feedback tools, contributing to program planning and providing feedback.
 - o. Work from an inclusive perspective, such that the diversity of all people is acknowledged, respected, and included in our practices with clients, colleagues, partners, and larger community.
 - p. Participate in NOSP's multidisciplinary approach which involves but is not limited to case conference, progress reviews, case consultation, peer consultation, and team meetings.
 - q. Provide crisis and suicide intervention services as necessary.
 - r. As required, develop individualized safety plans with family and multidisciplinary Teams.
 - s. Maintain all case documentation, reports and files according to the standards set in the NOSP's policies, procedures and Service Delivery Management System.
 - t. Provide group programming to participants as assigned.
 - u. Maintain professional relationships with collaborating agencies and community partners to improve quality of services.
 - v. Perform other related duties as assigned.

Qualifications/Requirements

- a. Diploma in Social Services and/or Bachelor of Social Work (or equivalent) from a recognized and accredited college or university.
- b. Eligible for Registration with the Ontario College of Certified Social Workers is preferred.
- c. A preference of three (3) years' experience in a mental health &/or addiction agency providing social services and/or case management.
- d. Demonstrated knowledge and experience in a variety of evidence-based assessments, therapeutic interventions and strategies/therapy.
- e. Experience and skill in group development and facilitation.
- f. Demonstrated ability to work collaboratively and effectively as a member of a multidisciplinary team.
- g. The position may require working flexible hours, contingent upon client need.
- h. Vulnerable Criminal Record Check
- i. A valid Ontario Driver's License is required, along with use of a privately-owned vehicle and appropriate insurance coverage is required.
- j. Proficient in use of computers, with practical experience in current software applications, including Microsoft Office and client management systems.
- k. Excellent time management and prioritization skills.
- l. Excellent communication skills (nonverbal, verbal and written).
- m. Bilingualism is an asset.

Occupational Health & Safety

- a. Follows all policies and procedures to ensure personal safety and safety of others.
- b. Report any equipment or safety problems to supervisor.
- c. Review Agency policies and procedures as required.

Approved: Executive Director

June 2020