



Housing Intake Worker

Job Description

The Housing Intake Worker is responsible to provide intake, assessment and referrals to women accessing the Downtown Eastside Women's Centre. She will work with women who are at homelessness, or at risk of homelessness and who live in the Downtown Eastside of Vancouver to assess their eligibility for the Housing Outreach program and support services. She will set up appointments and provide service referrals as appropriate.

Reporting directly to the Shelter Specialized Services Program Manager, the Housing Intake Worker will work in collaboration with other DEWC staff to promote integrated services to women. She will work from a feminist perspective and within an anti-oppression framework.

Intake and Assessment:

Provide Intake Service to ensure responsive and timely access to DEWC Housing and/or appropriate services

Assess the nature and urgency of a request for service where appropriate set up appointments with housing or other staff.

Establish the members eligibility according to established criteria, whether a previous record exists and whether member has open file within DEWC

Implement appropriate crisis intervention strategies where it is not possible or timely to refer to a crisis service.

Referral:

Assists women through the referral process to internal and external services such as housing, legal aid, education, etc. to ensure a successful transfer of service.

Provides information, and referral to women in such areas as income assistance, housing, health services, drug & alcohol treatment and recovery, counseling, and education

Administration:

Completion of all Intake and Referral documentation including statistical records

Creates and maintains records within the data base system ensuring reports accurately reflect contract requirement.

Administers and inputs the Housing Supplement within the parameters established

Provides quarterly activity reports to the Management Team. Provides statistics and relevant data that will support activities for the program

Organization:

Attends and participates in weekly staff meetings, staff development sessions.

Training:

Engages in training and workshops that are relevant to the job and where the information is beneficial to the women in the DTES

Required Qualifications:

Minimum 5 years related experience working with low-income women, at least 2 years in a women serving or inner city drop-in environment

Must have a strong working knowledge and analysis of the issues impacting women in the dtes, including violence against women, mental health, homelessness, and addictions

Candidate must work from strong feminist analysis and within an anti-oppression framework

Must have a strong working knowledge of the Housing First model as well as housing options for low-income community including social housing, cooperative housing; and affordability housing societies

Excellent writing and research skills including the ability to research and complete housing applications, and supporting documents

Understanding of and practices a trauma informed care response when working with women

Efficient organizational skills including record keeping, scheduling, and problem-solving abilities

Demonstrated administrative skills, including report writing

Demonstrated computer and IT aptitude

Experience providing outreach, accompaniment and advocacy

Skilled in program facilitation and development as well as working in partnerships with allied service providers

Strong conflict resolution skills and practice

Demonstrated crises intervention training and experience

Experience providing assisted referral as well as familiarity with support services, agencies and community resources in the Downtown Eastside

Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members

Ability to work within a chaotic environment and with a diverse community of women

A First Aid certificate is required

Candidate must undergo a criminal record check

Women with addiction issues need to be at least 2 years clean and sober

Valid Driving license is an asset

Position reports to: Shelter Specialized Services Program Manager