



## **Housing Support Worker Job Description**

The Housing Support Worker is responsible to provide case management services. She will work with women who are homeless and at risk of homelessness who live in the Downtown Eastside of Vancouver to support them in establishing and maintaining appropriate safe housing. She will provide service referrals, advocacy, and accompaniment to women to connect them to appropriate housing as well as other agencies, housing providers, and support services within and outside of the DTES. The Housing Support and Outreach Worker will administer rental supplements within the guidelines established.

Reporting directly to the Specialized Services Program Manager, the Housing Outreach 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.

**Outreach and Advocacy:** Providing case management services to increase the continuum of and access to housing, care and support services. Connecting chronically and episodically homeless women to services through assisted referrals, accompaniment, and transportation where necessary

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

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

**Resources:** Develops and maintains positive relationships with housing providers, including SRO's to assist women in accessing and maintaining housing. Administers the Housing Rental Supplement within the parameters established

**Education and Programming:** Develops and facilitates educational workshops and programming related to housing issues. Develops and maintains links with other community agencies that work in the areas of housing/homelessness by attending meetings and community events

**Administration:** Creates and maintains records within the Homelessness Services System (HSS) and the Homeless Partnering Strategy (HSS) database activity reporting template, ensuring reports accurately reflect contract requirement. Provides quarterly activity reports to the Management Team. Provides statistics and relevant data that will support fund development activities for the program

**Organization:** Attends and participates in weekly staff meetings, staff development sessions. Participates in hiring committees, evaluations, and on committees as required

**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**

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- Minimum 3 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 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

Position reports to: Specialized Services Program Manager