

INTERNAL/EXTERNAL JOB POSTING

REPORTS TO: SHELTER MANAGER

DEPARTMENT: SHELTER PROGRAM

HOUSING SOCIAL WORKER (MATERNITY LEAVE – 18 MONTH CONTRACT)

As the Housing Social Worker, you provide housing supports for high need shelter clients and high need adults referred by the Settlement Social Worker, using a Housing First and trauma-informed approach to support their housing needs.

You ensure services are delivered from an integrated anti-racism, access, and equity framework, while providing coordinated case management and trauma-informed assessments for youth in the Shelter and Skills for Life programs and integrating the use of trained Interpreters to support all service participants in the provision of programs and services.

You represent the organization in authorized housing networks for clients and shall participate in outreach and community development activities in a manner that is in compliance with the Code of Conduct and ethics of the organization

Key Responsibilities include

1. Plan the program:

- Develop a work plan to provide counseling and housing support to all clients in the Shelter Program, and contribute to program planning by identifying gaps in services and communicating them to the Shelter Manager for the development of new program initiatives
- Participate in direct service networks, coalitions, and partnerships with organizations to promote the program and ensure clients receive stable housing supports while in the shelter and upon discharge into the community.

2. Implement the Program:

➤ Crisis intervention and Supportive Counselling

- Provide crisis intervention and counselling supports related to mental health, addictions, and other complex issues, while developing and implementing individual goals for housing stabilization and offering counselling including brief counselling and solution-focused interventions.
- Facilitate trauma assessments, develop treatment plans as needed, and deliver orientation workshops on housing options and related legislation such as Ontario Works, ODSP, the Tenant Protection Act, and housing benefit programs.

➤ Housing Support & Coordinated Case Management

- Complete housing intake and assessments to identify housing needs, and provide information-based counselling on housing options, financial/budgeting issues, and barriers to housing.
- Assist shelter clients to access and secure permanent or supportive housing by liaising with landlords, meeting clients at scheduled appointments, and escorting them for housing searches and viewings as needed.
- Complete applications for income support and housing benefit programs.
- Provide coordinated case management with internal and external stakeholders, including liaison, referrals, and advocacy to ensure continued support and housing stabilization.
- Facilitate access to community resources, including escorting clients to the Furniture Bank and providing community mapping in collaboration with the Outreach Social Worker

3. Administers the program

- Maintain client files, case notes, and documentation in compliance with organizational policy, legal standards, and confidentiality requirements.
- Maintain a daily log and appointment calendar for clients and housing networking meetings.
- Ensure accurate reports, service statistics, and timely submissions to meet organizational and funder requirements, including compiling data from the Outreach Social Worker and Housing Counsellor for quarterly reports.
- Maintain accurate records for tokens and program expenses in accordance with organizational financial policies.
- Maintain an up-to-date registry of housing options and current client resources, including TTC maps, alternative housing resources, and online housing information/apps.

4. Control the Program

- Complete reports on time as required by the funder and communicate any program activity risks or unresolved complaints to the Shelter Manager for follow-up and investigation.

5. Community Relations, Advocacy and Public Education

- Establish positive working relationships and collaborative partnerships with community groups, landlords, hospitals, community health and social work networks, and other organizations to support the organization's housing goals.
- Represent the organization through participation in research networks, public speaking engagements, and community coalitions to educate the community on refugee housing issues and enhance the organization's profile.

6. Social Justice and Anti Racism, Access and Equity

- Keep abreast with social justice issues especially as they affect refugees to ensure the advancement of their issues from an anti-racism, access and equity framework both in the internal and external community of the organization.

7. 7.General

- Comply with agency policies, Code of Conduct, and health and safety; collaborate with Shelter teams; attend meetings and training; mentor students and volunteers; and assist with other duties as required

Education

- Minimum Bachelor of Social Work
- Proof of current Social Work registration in Ontario College of Social Workers and Social Service Workers (OCSWSSW)
- Proof of relevant certificate training from a recognized institution around trauma counseling, addictions, mental health related to refugees.

Knowledge, Skills and Competencies

- Knowledge of client groups – adults, youth and separated youth requiring high need supports
- Working knowledge of IRPA, Mental Health Act, TPA, Ontario Works and related procedures
- Knowledge of refugee law, the refugee determination process, and settlement-related population issues such as torture, sexual assault (in childhood and adulthood), violence against women and children, homophobia and transphobia, terminal illnesses including HIV/AIDS, issues affecting separated youth, and identity politics.
- Knowledge of housing issues including Landlord-Tenant legislation and legal processes.
- Competency in therapeutic methods and knowledge of case coordination and case management application.
- Knowledge and ability to apply an integrated anti-oppression framework to community development and systemic legal advocacy
- Issue management and conflict resolution.
- Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations through effective case management

Experience

- Three to five years of progressive experience as a social worker in a diverse client environment
- Experience in Housing Help an asset.

Working Conditions:

- Usually works in an office environment, but the mission of the organization may sometimes take the Housing Social Worker to non-standard workplaces.

Other

Rate: \$31.97/hour (2025 rate)

Hours: 37.5 hours, Monday to Friday, 9:30am to 5pm but may occasionally be required to work flexible hours such as late evenings or weekends to accommodate various client activities.