



Job Posting

Streets to Homes Follow-up Workers – Keele-Rogers site
1 Full time Permanent Position (35 hours per week)
1 Full time Contract Position (approx. 5.5 months February 2018 to July 2018)

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of five locations, Unison offers core services that include primary health care, counselling, health promotion, prenatal and parenting programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education and a Diabetes Education Program. Unison's mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Unison Health & Community Services is committed to working from an inclusive, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

We are currently seeking candidates for the positions of Streets to Homes Follow-up Worker. Reporting to the Manager, Housing Services and Harm Reduction Programs, the Streets to Homes Follow-up Worker is responsible for providing intensive case management, housing search, and supportive counseling to Streets to Homes clients. The Streets to Homes Follow-up Worker maintains an average active caseload of 20 and will support other programs geared towards the needs of the Streets to Homes clients.

Job-Specific Responsibilities:

Case Management, Counseling and Support

- Provide follow up services to address the budgeting, adjustment, physical health, emotional health and employment issues of the Streets to Homes clients
- Provide time limited housing support and case management, including assessment, referral, education, mediation and/or negotiation with landlords or other tenants
- Maintain regular contact with Streets to Homes clients through home visits, telephone contact and written communication
- Ensure accurate records by way of thorough outcome based recording of client encounters
- Visit clients on both a scheduled and urgent basis at the Center and in the community
- Provide crisis intervention for clients facing distressful situations by collaborating with other professionals
- Helps coordinate the Streets to Homes Community Kitchen Program.

Consultation and Collaboration

- Collaborate with Center staff, volunteers, community members and service providers to ensure effective delivery of Streets to Homes Program's goals and objectives
- Work in partnership with community groups and agencies
- Advocate on behalf of homeless individuals and families on housing issues
- Participate in Street to Home Case Management Meetings and other project teams
- Provide back up to other team members as required.

Administrative

- Collect and maintain both paper and electronic records of services, activities and client contacts
- Assess program data, outcomes, and evaluation and verification tools
- Ensure written program reports are regularly submitted, accurate and current
- Contribute to student placements, new staff orientation and guidance
- Develop, produce and distribute outreach materials and assists in delivery of housing team information kits.

Qualifications:

- Post secondary degree or diploma in social service or related disciplines, with at least two years of progressive community case management experience
- Profound knowledge of housing resources, income subsidy programs and harm reduction programs in the community
- Knowledge of Ontario Works and ODSP regulations
- Experience working with homeless population would be an asset
- Excellent interview and assessment skills
- Given the nature of the position, access to a vehicle will be an asset.
- Demonstrated knowledge and experience in group work and community development
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities
- Knowledge of issues affecting communities facing barriers to access in an urban environment.
- Familiarity with the social, economic and cultural conditions of the project's geographic area, experience in working with local service providers, community groups and networks, and an understanding of local issues and priorities are an asset
- Excellent interpersonal, communication and organizational skills, including computer literacy
- Excellent interpersonal skills with colleagues, students, community members, volunteers, etc.
- Excellent English communication skills, both written and verbal, with individuals and groups; knowledge of a second (or more) language and culture is an asset
- Ability to work flexible hours.

Interested candidates are asked to email their résumé with covering letter **by 9:00 am on January 29th, 2018 to:**

Hiring Committee, Streets to Homes Follow-up Worker
Unison Health and Community Services
Toronto ON
hirings@unisonhcs.org

Please cite UN_2018_002 in the subject line of the email

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Where needed, accommodations for applicants with disabilities will be provided on request, to support their participation in all aspects of the recruitment process.

While we thank all applicants for their interest, only those selected for interview will be contacted.