



Housing Support Worker

Housing First / Home for Good Program

Collective agreement title: Housing Support Worker

Program: Housing First / Home for Good

Reports to: Team Supervisor / Program Manager

Work hours: 35 hours per week, Monday – Friday, 9:00 – 4:30

Contract end date: March 31, 2026

Role Type: Covering for a vacancy (maternity leave)

Rate of pay: \$25.09 - \$28.46

About Gateway Residential and Community Support Services

At Gateway we believe in a community where all are offered respect, dignity, and hope for recovery. We believe in enabling people with mental illness to achieve the highest quality of life possible. The philosophy of Gateway Residential and Community Support Services of Niagara Inc. is rooted in a desire to serve others. We support and encourage the individual's right to independence, personal decision-making, and involvement in all aspects of planning, implementation, governance, and evaluation.

Job Summary

The Housing First / Home for Good Worker is responsible for engaging individuals dealing with chronic homelessness and providing support services to assist in finding and maintaining appropriate, safe, and affordable housing placements. Work is done in a multidisciplinary team including an Addiction Counsellor, Mental Health Specialist, peer support worker and Landlord Engagement Coordinator.

Responsibilities

- Ensuring the client is informed of the Housing First philosophy
- Serve individuals under Coordinated Access and By-Name List policy and procedure, who are experiencing chronic homelessness with mid-high acuity of need, and who may be prioritized by one or more of the following criteria: youth, indigenous population, and individuals transitioning from provincially funded institutions into homelessness.
- Work closely with the Team Supervisor / Program Manager to facilitate access to available program supports, including addiction support, (CASON), Regional Mental Health Supports, and Lived experience supports provided by a Peer Support Worker.



- Work with Team Supervisor and Landlord Specialist to provide rent supplements or housing allowances, as necessary
- Offer client engagement, intake, and identification of goals
- Support clients to rapidly access permanent housing options within a two-three-year graduation goal
- Support clients to be move-in ready, and have all the documentation for quick move ins
- Support clients to apply for financial assistance (OW/ODSP) as appropriate to fulfill client needs and goals
- Support clients to apply for Niagara Regional Housing as appropriate to fulfill client needs and goals
- Provide additional housing support, including neighbourhood orientation, property management services, utility setup, assistance with rent payment, and co-signing or subletting of leases as necessary to support successful tenancy
- Support client to maintain tenancy and develop/maintain relationships with landlords to mitigate risk of housing loss, including following up with landlords each month within 5 days of the rent due date to ensure rent has been paid
- Support a "No Wrong Door" approach to service access by developing and maintaining partnerships with other community partners that contribute to an array of services related to secondary needs; making referrals as required
- Provide support to higher acuity clients in the Home for Good Program to ensure additional supports, and resources are accessible to achieve housing goals.
- Broker services to support the achievement of client goals and self-sufficiency
- Provide strong advocacy for participants' self-determination and independence in day-to-day activities
- Support successful exit from the program (as appropriate)
- Work closely with Niagara Region to ensure an effective system-wide approach, policy development and implementation, attendance at training and regular Housing First / Home for Good working group meetings • Utilize HIFIS reporting tool for accurate and timely records
- Adapt and utilize the Housing First Approach

This position description reflects the general duties of the position, but it is not intended to be a detailed description of all duties that may be inherent in the position. Home for Good and Housing First Support Worker may also be asked to perform other duties as required or assigned.

Requirements

- Community College Diploma or a University Degree in social services (Bachelor of Social Work, Bachelor of Arts in Social Work, Bachelor of Arts in Psychology, Social Service Worker Diploma, Mental Health and Addiction Worker Diploma)
- College Diploma in a related field with 10 years' experience working in social services related to homelessness programs
- One year experience in the community focusing on homelessness programs
- Two years experience related experience working in social services
- A valid G driver's license with a reliable vehicle and permission to carry rider attached with \$2 million dollar liability



- Demonstrated knowledge of Housing First principles, guidelines, and related housing
- Knowledge of psychosocial rehabilitation, recovery principles, and harm reduction philosophy
- An understanding of case management; including assessment, service planning, skills reaching, monitoring and evaluation, concepts, acts and regulations
- Demonstrated knowledge of human/legal rights and relevant legislation
- Ability to work independently and as part of a team
- Excellent interpersonal skills
- Good oral and written skills
- Valid First Aid/CPR Certificate and Non-Violent Crisis Intervention Training
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Computer literacy, including effective working skills of HIFIS, MS Word, Excel and e-mail required
- Good organizational, time management and prioritizing skills
- Strong morals and ethics, along with a commitment to staff and client privacy
- Demonstrated commitment to ongoing professional education
- Ability to monitor financial accountabilities
- Physically able to perform all assigned tasks
- Bi-lingual in both French and English is an asset

Police Clearance and Vulnerable Sector Check Requirements:

To ensure the safety of the individuals we serve, all successful candidates for this position will be required to provide a Police Clearance and Vulnerable Sector Check from their local police service. A clear Vulnerable Sector Check is a condition of employment. Any prior convictions or offenses (outside the scope of the Vulnerable Sector Check) will be assessed in accordance with applicable privacy and human rights legislation. A criminal record may be considered in the hiring decision, in accordance with the Ontario Human Rights Code. Applicants will have the opportunity to discuss any relevant information once the check is requested.

Work Conditions

- May be exposed to infectious waste, communicable diseases, and other conditions
- Interacts with residents, family members, staff, visitors, government agencies/personnel under all circumstances
- Exposure to traumatic situations.
- Travel is required. Client travel in ones' own vehicle may be required
- Manual dexterity required to use a desktop computer and peripherals
- Intermittent physical activity including walking, standing, sitting
- May be exposed to environments that have cigarette smoke, drug paraphernalia or illegal substances

To Apply:

If you are interested in applying for the above position, please forward your resume to hr@gatewayofniagara.ca by May 14, 2025, by 4:00 pm.



Additional Information:

Accommodation will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Gateway is committed to supporting a culture of diversity and inclusiveness across the organization. We believe in equal opportunity, and it is our priority to ensure a barrier-free recruitment and selection process. If you are contacted for an interview, please notify Human Resources of any accommodation needs you may have during the selection process. Information received regarding the accommodation needs of applicants will be addressed confidentially. We thank all respondents for their applications but only those selected for an interview will be contacted.