



Housing Support Worker

Supportive Housing

Collective agreement title: Housing Support Worker

Program: Support Within Housing

Reports to: Team Supervisor / Program Manager

Work hours: 35 hours per week, Monday – Friday, 9:00 am – 4:30 pm with potential evening and weekend shifts

Contract end date: December 31, 2025, with the potential for extension

Role type: Full time

Rate of pay: \$25.59 - \$29.03

About Gateway Residential & Community Support Services

We at Gateway 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 Support Worker supports individuals with mental health needs to live independently in the community. Responsibilities include assisting with the development of daily life skills, medication, appointments, and personal obligations. The role involves regular home visits, documenting client progress. The worker advocates for clients in medical and housing settings, manages basic administrative tasks (e.g., leases, finances), and ensures a safe, supportive living environment.

Responsibilities

- Support clients in the community with mental health needs
- Assist clients to develop the necessary life skills to allow them to live independently, and, or cooperatively, in the local community
- Assist clients to carry out personal obligations such as banking, hygiene, timing of medication, and to follow through with educational & recreational pursuits as required
- Transport clients as required to appointments with physicians and other medical or non-medical personnel and to advocate on their behalf
- Provide personal support to clients in the form of therapeutic listening & companionship
- Must make in-unit visits, at least once per week, which include case notes on the visual condition of the unit and the living conditions of the client. If an issue has been identified, then increased visits in the unit weekly to a maximum of three visits per week to support necessary interventions to address concerns
- Observe and record clients' concerns, progress, behaviors, improvements, health changes, activities, and reporting issues to the Clinical Supervisor or Executive Director (e.g. daily case notes (CRMS), OCAN, client information and emergency contact sheets)
- Complete all the required paperwork for new clients (e.g. lease agreements, income declarations)
- Promote and show apartments to the prospective client
- Advocate on behalf of the client with medical, entitlements and tenancy issues



- Support and assist all clients and staff of Gateway on an as-needs basis
- Ensure a safe, secure living environment for clients
- Maintain records of money dispensed to and collected from clients for rent, creditors, OW or ODSP benefits, Trusteeships etc.
- Provide crisis intervention as needed
- Maintain confidentiality in accordance with Gateway's policy manual
- Performs all duties and responsibilities in a manner consistent with the company mission statement, philosophy, and ethical standards.
- Attend all staff meetings and regular supervision sessions.
- Attend training or professional development offered by the agency

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. Housing 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 mental health field of case management, community development, community support or supportive housing
- Two years' experience related experience working in social services
- Must have A valid G driver's license with permission to carry rider and reliable vehicle, with 2 million liability insurance
- Must be available to work some evenings and weekend shifts
- Knowledge of the mental health system and mental health reform
- Group work, recreational programming and or outreach skills
- Knowledge of Landlord Tenant Act
- Sound knowledge of the local community and of services and support available
- Strong written, assessment and record keeping

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
- May be exposed to environments that have cigarette smoke, drug paraphernalia or illegal substances
- Exposure to traumatic situations
- Interacts with clients, family members, staff, visitors, government agencies/personnel under all circumstances, which may include traumatic situations
- Travel is required. Client travel in ones' own vehicle may be required



- Manual dexterity required to use desktop computer and peripherals
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting clients

To Apply:

If you are interested in applying for the above position, please forward your resume to hr@gatewayofniagara.ca by June 4, 2025, at 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.