



## **Housing Worker, *Clinical Focus – HART Hub***

### **(Multiple Positions)**

**Collective agreement title:** Mental Health and Addiction Worker

**Program:** HART Hub

**Reports to:** Intensive Supervisor

**Work hours:** 35 hours per week (with the potential to work evenings and weekends)

**Contract end date:** March 31, 2028 with potential to extend

**Rate of pay:** \$28.66 - \$33.33

### **About Gateway Residential & 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 homelessness, mental illness and/or addiction 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 Worker at the HART Hub is responsible for connecting with individuals experiencing chronic homelessness, mental health and/or addiction and collaborating with the hub to deliver support services for securing and maintaining suitable, safe, and affordable supportive housing. Focused on housing, this role requires attendance at all team meetings and active support for clinical teams and their clients in achieving housing objectives.

### **Responsibilities Client**

#### **Engagement**

- Proactively engage and assess individuals facing chronic homelessness with mental health and substance use challenges, offering personalized housing solutions.
- Serve individuals under Coordinated Access and By-Name List policy and procedure

#### **Collaborative Teamwork**

- Collaborate with clinical teams during team meetings to support the integration of housing as a pivotal part of treatment planning.
- Work closely with the Team Supervisor / Program Manager and collaborating Hub Partners to facilitate access to available HART Hub supports including mental health and addiction treatment, primary care, and housing opportunities.



- Serve as the housing expert, coordinating with both internal and external stakeholders to find suitable and sustainable housing for clients.
- Work closely with HART Hub supportive housing providers, identifying Housing placement opportunities for clients. Work collaboratively towards solutions regarding placements and maintenance of supportive housing opportunities.

### **Landlord and Provider Relations**

- Establish and maintain strong relationships with community supportive housing providers and landlords.
- Mediate conflicts and negotiate resolutions to prevent evictions and ensure housing stability for clients.
- Conduct outreach efforts to identify potential housing partners and landlords willing to participate in supportive housing programs.

### **Housing Management**

- Assist clients and HART Hub staff in identifying housing options and matching them with available units.
- Maintain comprehensive knowledge of housing laws, tenant rights, and local housing resources.
- Educate clients on housing rights and responsibilities
- Support clients with their treatment goals as identified by the Ontario Common Assessment of Need (OCAN)
- Provide strong advocacy for participants' self-determination and independence in day-to-day activities

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

### **Requirements**

- Bachelor of Social Work (BSW) is preferred. Candidates may also possess a Social Service Worker Diploma, or a University Degree in social services, or a closely related field. Additionally, a combination of relevant education and experience that provides the necessary knowledge, skills, and abilities, as determined by the employer, will be considered.
- A minimum of 3-5 years of work experience in mental health and/or addictions
- One-year experience working with people experiencing homelessness
- A satisfactory police clearance and vulnerable sector check is a condition for employment
- 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
- 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

#### **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

#### **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.

#### **To Apply**

If you are interested in applying for the above position, please forward your resume to [hr@gatewayofniagara.ca](mailto:hr@gatewayofniagara.ca)

#### **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 respondents for their applications but only those selected for an interview will be contacted.