



Position Description

Position Title:	Housing Retention Community Support Worker		
Program Name:	Case Management and Justice Services	Position Classification:	6
Reports To:	Program Manager		
Effective Date: July 2017	Review Date: July 2017		

Position Summary:

The Housing Retention Community Support Worker (H.R.C.S.W.) provides mental health supports promoting and maintaining stability for clients in the Supportive Housing Program in Kawartha Lakes. In addition, these positions provide on-going programming and support in various domains for the residents of Harrison House (rehabilitative housing program). They work closely with Case Managers and community resources as part of a multidisciplinary team.

Key Responsibilities

1. Housing Support

- Process referrals for Harrison House including interviewing applicants and facilitating the move-in and move-out processes
- Daily support of both building and tenant needs, including identifying when maintenance work is required, making recommendations for purchases, and purchasing items for Harrison House, as required
- Develop and facilitate psycho-educational programming for tenants
- Oversee medication safety issues, property and client safety
- Provide individual coaching and life skills support
- Provide social recreation and activation programming
- Support tenants with day to day issues and concerns related to mental health



Housing Retention Supports

- Assist in the transition of clients from Case Management to a less intensive model of care, with a focus on housing retention. This includes a biannual needs assessment utilizing the Ontario Common Assessment of Need (O.C.A.N.).
- Provide regular check-in supports (in person or by phone) to monitor housing and mental health stability
- Assist clients with connecting to appropriate supports as required

2. Documentation

- Document and maintain electronic client records (Intake and assessment forms, progress notes, correspondences, database files, etc.).
- Report and maintain program-related statistical data
- Complete administrative tasks including: timesheets, expense reports, vacation requests
- Complete O.C.A.N. assessments and other required documents in program and agency policies and procedures and standards

3. Other Activities

- Work independently and as part of inter-disciplinary team as well as with community partners to provide seamless coordinated services through strong interpersonal and collaborative skills

4. Performance Management and Professional Development

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process



5. Health and Safety – Worker Responsibilities

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger self or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to the supervisor or employer
- Report health and safety problems to the supervisor or employer
- Notify the supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-workers, supervisor, Joint Health and Safety Committee members and others

6. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

7. Other Duties as Assigned

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required



- Duties may change from time to time

Requirements of the Position:

A: Education and Training

Successful completion of post-secondary education (diploma or degree) in the social/health science or human services discipline.

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position:

- Health and Safety Training (including but not limited to the following):
 - Globally Harmonized System (previously W.H.M.I.S.)
 - Infection, Prevention & Control
 - Workplace Violence
 - Accessibility for Ontarians with Disabilities Act
- Applied Suicide Intervention Skills Training
- Non Violent Crisis Intervention
- O.C.A.N.
- C.R.M.S.
- First Aid/C.P.R.

Assets with regard to this position:

Formal education in Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Trauma-Informed Care, and/or Concurrent Disorders is preferred.

B: Related and Relevant Experience

Mandatory experience

- Minimum of one year related experience in the mental health, supportive housing or human services field



- Demonstrated knowledge of the relevant legislation pertaining to supportive housing and landlord and tenant rights and responsibilities. (Knowledge of the housing support systems in the City of Kawartha Lakes preferred)
- Demonstrated ability to maintain a professional attitude, rational detachment and a problem-solving approach while working with sometimes challenging clients and in stressful situations
- Excellent organizational skills; demonstrated ability to self-manage time and multiple tasks
- Superior skills in communication, advocacy on behalf of clients, collaboration with inter-professional teams, consultation with professional colleagues
- Solid clinical and therapeutic assessment and intervention skills
- Proven ability to work independently and demonstrate sound clinical judgment with respect to complex client situations
- Excellent interpersonal skills, flexible, and works effectively at an individual, program and system level
- Knowledge of psychosocial rehabilitation (P.S.R.) principles
- Demonstrated ability to work in clients' living and social environments
- Strong oral and written communication skills
- Experience transporting clients in personal vehicle
- Demonstrated knowledge of computer applications (Microsoft Outlook, Word, databases)

Preferred experience

- Experience working in a residential setting

C: Competencies

See Appendix A.

D: Other

- Valid driver's license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references



Working Conditions:

- Work in a residential/group home setting and in the community, including in-home visiting
- Work directly with individuals living in poverty who live with a with serious mental illness and/or dual diagnosis and/or addictions
- Work directly with individuals living with serious mental illness and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- Work directly with individuals experiencing crisis including, emotional, serious mental illness and/or dual diagnosis and/or addictions
- Typically work regular daytime hours Monday to Friday according to agency policy and occasional times outside of regular hours to meet program or client needs.
- Transport clients in personal vehicle

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date