

# Peterborough Housing Corporation Job Description

<b>JOB TITLE:</b> Housing Support Worker	<b>EFFECTIVE DATE:</b> May 2022
<b>DEPARTMENT:</b> Resident Services	<b>DIVISION:</b> Operations
<b>GROUP:</b> Non-Union	<b>JOB CLASS:</b> SG3

**DIRECTLY RESPONSIBLE TO:** Resident Services Manager

## **MAIN PURPOSE**

Under the direction of the Resident Services Manager, the Housing Support Worker (HSW) assists with selected community housing properties by resolving complex tenant and community issues, developing, and maintaining safe, healthy communities, and retaining tenancies. The HSW aids and supports individuals experiencing a range of mental health and other life challenges to promote the best opportunities for personal success. The HSW promotes the safety and security of the building while encouraging independence, responsibility, and the healthiest lifestyle possible for residents.

## **KEY RESPONSIBILITIES**

1. As a member of the PHC Resident Services team, assist with program long-term goals and priorities, effective and best practices as well as legislative and professional compliance for the organization from a Housing Support Worker perspective.
2. Promote positive resident choices about activities of daily living (cooking, cleaning, laundry, budgeting, pest control management) and support positive resident choices by providing guidance and assistance where appropriate.
3. Facilitate and/or mediates resolution of difficult, complex tenancy and community problems (e.g., neighbour disputes, anti-social behaviours, health issues):
  - a) Meet with residents,
  - b) Determine causes,
  - c) Outline implications for continued/future tenancy
  - d) Develop options/solutions to de-escalate situations and resolve issues.
4. Liaise or advocate between residents and Resident Services to achieve successful dispute resolution:
  - a) Explain policies and legislation
  - b) Problem-solve and involve residents in developing responsibility for and participation in building a successful community.

**Housing Support Worker**

5. Assist residents in interpreting or clarifying policies and procedures under the Housing Services Act and Residential Tenancies Act and other legislation related to housing.
6. Attend meetings to present reports and recommendations, to respond to questions related to areas of responsibility, and to keep abreast of organization-wide initiatives, issues, and priorities.

**WORKING RELATIONSHIPS**

**Inside the Corporation:** Exchanges information and interacts regularly with internal stakeholders such as housing staff, management, tenants, and building services staff.

**Outside the Corporation:** Exchanges information with external stakeholders such as social service and housing agencies and organizations, Ontario Rental Housing Tribunal, legal clinics, CAS, police, schools, courts, CMHA, Fourcast, Brain Injury, etc.

**SCOPE**

- a) **Financial** – Provides oversight of pre-determined budget expenses. Provides preparation and monitoring of approved budget programs with some discretion of minor expenditures and relocation of expenses.
- b) **Operating** – Provides input to short and long-term strategic direction, priorities and plans for the Department in accordance with Departmental priorities and objectives. Works within framework provided by PHC, operating procedures and general objectives.
- c) **Personnel** -- Provides supervision of summer students and those on placement from Social Work programs.

**EDUCATION/EXPERIENCE/SKILLS TRAINING**

Requires a minimum 2–3-year Social Service Worker / Community Development Diploma from an accredited post-secondary institution as approved by the College of Social Workers and Social Service Workers or equivalent in a relevant social services field.

**Managerial Competencies:**

N/A

**Technical Competencies:**

- Thorough understanding of social service and community development principles and practice.
- Successful facilitation, mediation, and negotiation skills with ability to problem-solve beyond conventional methods.
- A respect for diversity and alternative standards of lifestyle.
- Proven skill with counselling, crisis intervention, group facilitation and consensus-building techniques.
- Proven experience understanding issues and effects of poverty, violence, and domestic abuse.
- Flexibility and ability to work on-site in different housing locations as required.
- Ability to work both independently and co-operatively as the situation/issue requires.
- Excellent verbal and written communication skills.
- Organizational and time-management skills and an in-depth knowledge of a wide range of community services for all ages and needs.
- Current knowledge of relevant legislation (e.g., Housing Services Act, Social Assistance legislation, Residential Tenancies Act, MFFIPPA, FIPPA, PIPEDA) and local housing policies related to assisted housing and other housing programs. Proven analytical and problem-solving skills to make decisions.
- Proficiency in MS Office Suite including MS Word, Excel, and PowerPoint.
- Requires a valid driver's license and use of own vehicle to fulfil the duties of the position as required.

**Leadership Competencies:**

This position requires an individual who is a self-starter; consistently displays a positive, confident, and approachable manner; and readily shares and solicits information and input. Incumbent should have a commitment to quality customer service; a respect for the diversity of opinions and perspectives; and be comfortable with managing risks and opportunities. Incumbent should have a clear sense of purpose, be confident in their abilities, and possess a high level of emotional maturity and self-management.

Approved this \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
**Director of Operations**