

The **Portal Youth Outreach Association** provides advocacy and outreach support to youth at risk in the Annapolis Valley. *Our Vision is that the Annapolis Valley would be a place where all youth have a safe, supportive, and loving home.* We work towards that vision by reducing the number of youth experiencing homelessness through a collaborative community approach with other youth serving organizations by providing advocacy and making access to services simple, relational and in a timely manner.

Reports to: Program and Development Specialist and Supportive Living Program Manager

Scope: Full Time, renewable funding

Vacation Entitlement: as per PYOA Human Resources Guidelines

This position does not have direct reports

HOUSING SUPPORT WORKER – WATERVILLE SUPPORTIVE APARTMENT AND SUPPORTIVE LIVING PROGRAM – KENTVILLE MAIN ST. RENTAL AND MAINTENANCE

The **Housing Support Worker** will provide holistic case management for youth engaged in our Supported Housing Programs. They will help youth who are homeless or at risk of being homeless connect to and maintain independent housing. The Housing Support Worker would be involved in growth and innovation in our Housing Programs as we respond to the changing housing climate.

CORE COMPETENCIES

- Time Management
- Basic Property Repair and Maintenance Skills
- Accountability and Dependability
- Planning and Organizing
- Communication and Collaboration

RESPONSIBILITIES

- Provide support to youth clients in housing programs with practical tasks to maintain tenancy.
- Initiate troubleshooting and problem solving within the organization, service providers and contractors that serve the Supportive Living – Kentville Main St. Home and Supported Waterville Apartments.
- Ensure that landlords, and youth receive the monies needed for rent, food, incidentals, transportation, and basic medical expenses.
- Provide administrative/property management support for the Supportive Living Program Kentville Main St. home and Supported Apartment Program Waterville Apartments.
- Provide administrative/property management supports for:
 - Lease signing, subsidy applications, utility payments, damage and security deposits.
 - Collection of rent and bill payments for utilities, contractors, vendor s.
 - Provide guidance in coordination of support for clients moving 'in' or 'out' of properties
 - Applications for shelter enhancement

- Identify property needs
- Record progress and track statistical information for the project. Identify need and provide communication and follow up on repairs, upgrades, and building improvements.
- Participate in regular, weekly supervision and informal debriefs and financial updates.
- Participate in ongoing training and professional development.
- Seek out financial support from the community or government which are appropriate to the need.

QUALIFICATIONS

- Experience with property management, coordinating repairs and working with contractors.
- Experience with computer programs: Excel, Word, Bookkeeping, and email.
- Experience and training in rent collection, bill payments and basic bookkeeping.
- Demonstrated commitment to teamwork and willingness to sign community guidelines and conduct.
- A grasp on their own personal story and experience, having worked through their own trauma, addictions, or emotional challenges as it relates to work with vulnerable youth.
- Knowledge of youth/family/community resources, programs, and services within the community and within Nova Scotia.
- Knowledge and understanding of provincial policies that apply and are relevant to youth.
- Knowledge, understanding and experience in working with culturally and socially diverse youth.
- Willingness and flexibility to work evening and weekend hours.
- Demonstrate leadership and administrative skills in volunteer environments and practical experience in developing programs.
- A valid driver's license and access to a reliable vehicle is required.
- Certification and/or training in ASIST, Trauma Informed Care, Non-violent Crisis Intervention, and First Aid. Some training will be provided by the Portal.

EMPLOYMENT CONDITIONS

The candidate must be able to submit a clear police records check, a clear report from the Child Abuse Registry Check, and be willing to have references checked, and be willing to adhere to strict confidentiality requirements.

Wages/ Salary- \$45,825 to start with an increase to \$46,800 upon successful completion of the 3-month probationary period based on a 37.5-hour work week.

Working Conditions

Your personal resilience and ability to act decisively and with sound judgement in routine matters or crisis situations is critical. Our work in the community, at the Portal, and in our homes or housing programs differs substantially from traditional office settings, where you will facilitate and maintain an awareness to provide safety and security for youth, visitors, employees, and the public. While we take precautions, children and youth may demonstrate pain-based responses where Nonviolent Crisis

Intervention (NCI) techniques may be required to ensure a safe environment. We provide training and coaching to all staff to provide the best support for youth and a satisfying experience for staff.

Portal Youth Outreach Association is dedicated to promoting diversity, equity, inclusion, and belonging in the workplace. We celebrate and welcome the diversity of all employees, stakeholders, and external personnel. We welcome applications from Indigenous People, African Nova Scotians and Other Racially Visible Persons, Persons with Disabilities and Women in occupations or positions where they are under-represented. If you are a member of one of these equity groups, you are encouraged to self-identify on your application.

Support and Performance Review

Staff will creatively approach their role with a set of guidelines and job expectations within the policies of the organization. Support will come from one's peers, supervisor, and collaborative teams. You can expect to set your own goals within your program, exercising your strengths and unique contribution. Performance reviews will occur annually in alignment with PYOA Human Resources guidelines.