

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

Scope: Full Time, renewable funding

Vacation Entitlement: as per PYOA Human Resources Guidelines

This position does not have direct reports

HOUSING SUPPORT WORKER - CASE MANAGER

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
- Creative Problem Solving
- Accountability and Dependability
- Planning and Organizing
- Mediating and Negotiating
- Communication and Collaboration
- Facilitation and Tenancy-Related Program Development

RESPONSIBILITIES

1. Build rapport and provide support to youth in the Supportive Housing Programs.
2. Provide one on one case management for young adult clients.
3. Through effective case management, develop and document plans with young people to further goals for education/employment assistance, stable & affordable housing, relationships, life skills, identity, engagement and emotional healing.
4. Make referrals to other supports and services and participate in case conferencing that includes the youth client and other service providers.
5. Provide client-focused supportive mentoring in an adaptable and flexible approach, taking into consideration the unique qualities of each client.
6. Set expectations around keeping and maintaining housing through regular visits with the client.
7. Teach tenancy life skills one-on-one or through group work, such as budgeting, recycling, cleaning, being a good neighbour, conflict resolution, and following the lease agreement.
8. Guide clients through affordable housing subsidy applications.
9. Coordinate and support clients with unit viewings, moving plan, payment of rent, and set up of utilities.
10. Record progress and statistical information for the project and capture suggestions for improvement and best practices.
11. Participate in regular supervision and informal debriefs.
12. Participate in ongoing training and professional development.

QUALIFICATIONS:

- Undergraduate degree or diploma in social sciences (Communications, Social Marketing or Community Development).
- Excellent communication skills, particularly listening, mediation, program facilitation and writing skills.
- Possess strong organizational skills with ability to meet a demanding workload.
- Detail oriented to complete requirements of files and contract compliance.
- Creative thinker/adaptive personality.
- Knowledge or understanding of tenant's rights and responsibilities.
- Demonstrated knowledge of community resources, social service agencies, and landlords.
- Experience with computers and common applications.
- Valid driver's license and a car.
- Sensitivity to cultural and socioeconomic characteristics of the population served.
- A commitment to empowering others to solve their own problems
- A conviction about the capacity of people to grow and change.
- The ability to establish and set appropriate limits with persons served to help them gain skills and confidence.
- The ability to work collaboratively with other personnel and/or service providers or professionals.
- The candidate must have a demonstrated commitment to teamwork and be able and willing to sign the 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 related to the work with vulnerable youth and adults
- Knowledge of youth/family/community resources, programs and services within the community and within Nova Scotia
- Demonstration of experience in working from a strengths-based and relationship-based perspective
- Willingness, flexibility to work evening and weekend hours.
- Complete all appropriate monthly and annual reports.

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- \$47,775 to start with an increase to \$48,750 upon successful completion of the 3 month probationary period based on a 37.5 hour work week. Renewable based on funding.

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.