

Nelson Community Services
JOB DESCRIPTION

JOB TITLE: **HOMELESSNESS PREVENTION WORKER**
Reports to: Youth Services and Housing Program Manager
Classification: Integrated (Program Coordinator 2/Adult, Youth and/or Child Worker)
Grid Level: 14
Effective Date: June 2013
Last Updated: November 2017
Union: BCGEU
Job Summary: The incumbent in this position provides support, education, and practical assistance to adults who are homeless or at-risk of homelessness with the aim of preventing the cycle of homelessness.

Duties and Responsibilities:

1. Plans and develops the program in consultation with the supervisor; plans and implements all program activities.
2. Formulates program policies and procedures and evaluates the program in consultation with the supervisor.
3. As and when needed, participates in the recruitment and selection process for practicum students and/or program volunteers; orients and determines the need for and provides training to students and/or volunteers; and supervises their work by performing such duties as assigning work, providing feedback on performance, and participating in performance evaluations.
4. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
5. Conducts housing priority needs assessments with four priority populations, as per the funding contract, and establishes Service Plan goals and interventions.
6. Conducts safety assessments including the development of safety plans as required.
7. Connects individuals to appropriate housing and support services including accompaniment to appointments; makes referrals to other services as appropriate.
8. Liaises with community service providers, professionals, and landlords to coordinate service provision, facilitate referrals to the program, and represent the program in external events.
9. Provides follow-up support to individuals and maintains ongoing relationships to ensure stable housing.
10. Provides landlord support, education, and conflict resolution between program client and landlord to prevent housing breakdown, where possible.
11. Implements the Integrated Case Management approach to coordinating, evaluating, and ensuring consistent services for clients.
12. Provides life skills training and support (group or 1:1) to help clients maintain tenancy, health, and employment.
13. Processes Rental Supplement applications; distributes funds and maintains accurate records in collaboration with supervisor.
14. Adheres to the funder's standards, policies, principles, and deliverables as per the funding contract.
15. Maintains client file records and on-line databases according to Agency policy and standards, as well as contractual requirements.
16. Compiles and submits program data and outcome reports as required by funders and the Agency.
17. Attends regular supervision with the program supervisor, including an annual performance review and development of a training plan; attends agency staff

meetings; attends local peer support/case consultation meetings; and attends regional peer support meetings, as time permits.

18. Participates in professional development and training relevant to this program area.
19. Performs other related duties as required.

Qualifications:

Education:

Diploma in the human services or a related field or the equivalent combination of education, training, and experience.

Experience:

A minimum of two (2) years' recent, related experience in working with marginalized and vulnerable adults.

Additional Skills:

1. Proven knowledge, skills and experience in providing support and advocacy to marginalized and vulnerable adults.
2. Working knowledge of the dynamics and impacts of homelessness.
3. Competent in working with individuals from diverse cultural backgrounds.
4. Proven skills in conducting safety assessments and safety planning.
5. Proven skills in group development and facilitation techniques.
6. Well-developed interpersonal, oral and written communication skills.
7. Ability to work cooperatively and collaboratively with co-workers, other community professionals, and the broader community.
8. Good organization, time, self-care, and general work management skills; an ability to work well independently and in a team environment.

Other Information:

1. Must be willing to work flexible hours to meet program demands.
2. Must hold a valid First Aid Certificate.
3. Must hold a valid BC Class V Driver's license and have access to a safe, reliable, well-maintained, clean vehicle with appropriate insurance.
4. Must carry agency-supplied cell phone, programmed to emergency numbers, during working hours.