



**NORTH PEACE HOUSING FOUNDATION**

**Job Description**

**Housing Support Worker**  
**Last Revised Date: 15 July 2024**

**Job Summary**

The Housing Support Worker reports to the Director of Housing Operations and Special Projects and collaborates closely with the Community Housing Manager and Housing Accommodations Managers to provide support and resources to the tenants and residents of the North Peace Housing Foundation (NPHF).

In this role, the Housing Support Worker works directly with tenants and residents to proactively identify and implement solutions that ensure successful tenancies. They manage a substantial caseload, serving as the liaison between tenants/residents and community support programs. This position is essential in promoting tenant/resident independence and community integration by identifying challenges and connecting them to appropriate supports.

**Hours of Work/Conditions**

- The Housing Support Worker works 40 hours per week, generally from 8:00 a.m. to 4:30 p.m. Monday to Friday, with an unpaid half-hour meal break. Occasionally, it may be necessary to alter this schedule due to after-hours program requirements, participation & delivery.
- This position may encounter difficult, high-pressure situations that require the ability to remain calm, focused, and effective.
- Frequent travel within the NPHF region will be required, at times using a personal vehicle.

**Duties and Responsibilities**

- Support Managers with applications, unit inspections and necessary follow-up:
  - Participate in unit inspections.
  - Help maintain the YARDI property management database by uploading documents and inputting data.
  - Input and monitor the progress of housing work orders.
  - Prepare and deliver notices as needed.
- Provide case management, referral outreach and advocacy to NPHF tenants and residents:
  - Conduct periodic home visits and develop progress reports.
  - Connect tenants/residents with financial, counselling, medical, and social groups.
  - Assist tenants/residents in accessing supports for independent living and improved quality of life to promote stable housing.
  - Advocate for tenants/residents and help them navigate legal, financial, and medical options available in the community
  - Assist tenants/residents with paperwork and forms.
- Work with tenants, residents, and community organizations to ensure needed supports for successful tenancies are available:
  - Support tenant-led programs and training for home management, conflict resolution, and problem-solving skills.
  - Foster strong internal and external relationships to drive collaboration, with specific community support programs and resources.
- Support the public and administrative needs of North Peace Housing Foundation:
  - Maintain document control and ensure filing policies are adhered to for both electronic and hard copy filing systems.
  - Cover the Community Housing Manager position during their absence.
  - Participate in and contribute to the Health and Safety program.
  - Create and maintain a positive organizational image within the community.
  - Coordinate and assist with the planning of special events, building tours, etc.
- Other duties as assigned.

**Knowledge, Skills, and Abilities**

- Highly skilled in effective communication, including active listening, clear speaking, and timely, thorough writing.
- Comprehensive knowledge of tenant/resident support resources, programs, and tools.
- Ability to anticipate, understand, and respond to the needs of a diverse tenant/resident base.

***This job description might not be inclusive of all the listed duties, responsibilities, or features of the job, and the employer on its sole discretion may revise them from time to time***

- Experience with and understanding of local cultures and senior populations.
- Exceptional relationship and team-building skills.
- Demonstrates professionalism and courtesy in all interactions.
- Demonstrated willingness to maintain a pleasant environment and actively contributes to a safe workplace.
- Detail-oriented individual with excellent time management abilities.
- Strong critical thinking, problem-solving, and conflict-resolution skills.
- Knowledge and understanding of document management and databases.
- Experience working with confidential information – remaining discreet and ensuring confidentiality is maintained.
- Ability to adapt to an ever-changing work environment.

**Qualifications**

- High school diploma or equivalent.
- Post-secondary education in a Human Services related field.
- Two (2) to three (3) years of previous related experience is required.
- Equivalencies in education and experience may be considered.
- Completion of a current and acceptable criminal record check for the vulnerable sector as required by the Protection for Persons in Care Act and the Accommodation Standards and Licensing Act is mandatory.
- Valid Class 5 Driver's License.
- Working knowledge of Microsoft Office is required.
- Experience working with YARDI system or other property management software is an asset.

I acknowledge that I have reviewed and understand the job description for the position of Housing Support Worker. I understand that the job description may be modified from time to time according to operational needs as circumstances require. I agree to work according to the job description.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date Signed

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