

# Family Support Worker-Transitional Housing/Lynn's Place

Yellowknife YWCA

## Task List

2023-03-28 16:22:31

<b>Summary:</b>	Provides support and coordinated services to current and potential transitional housing clients and families including intake of new admissions and discharge from housing units. Completes case management assessment and develops plans for intervention that address housing needs and supports families to achieve housing stability. Assists clients to obtain suitable housing, access community resources, recreational activities and other supports to help them attain independent living. Supports clients with developing personal goals, life skills and safety plans to help maintain them maintain living independently. Provides crisis support and services within a trauma-informed practice approach.		
<b>Location:</b>	unknown	<b>Group:</b>	Active
<b>Department:</b>	Housing	<b>Family:</b>	N.A.
<b>Scenario:</b>	active	<b>Reports To:</b>	Director of Housing
<b>Job Id:</b>	8	<b>Last Update:</b>	2023-03-26

Tasks:

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## Case Management

1. Completes situational/observational assessments of relevant individual clients factors.
2. Completes situational and observational assessments to assist with determining suitability for transitional housing programs and other forms of assistance.
3. Initiates and/or leads case planning revises/updates formal case plan.
4. Manages, assesses appropriateness, monitors progress/success of case plans
5. Works with clients/residents to obtain and maintain housing, income support and teach tenancy rights to improve tenancy history.
6. Accompanies or assists clients to obtain transportation to a variety of activities, locations and meetings with other professionals and agencies.
7. Provides information and life skills support to clients related to personal, family, housing, finances, employment, safety, work, school, income assistance, etc.
8. Plans and implements group sessions for clients on a variety of topics such as anger management, grief, loss, sexuality, self esteem, abuse, violence, addictions, and personal safety.
9. Assists clients to complete forms such as for income assistance and housing, employment, etc.
10. Develops and/or maintains open communication and relationships in order to refer to other resources, government services, professionals and agencies, i.e. doctor's office, work/school, physio, income assistance, etc.
11. Keeps abreast with issues in the field, refers to other resources, professionals and agencies, i.e. victim services, housing programs, school counsellors, legal aid, income assistance, etc.
12. Plans activities for clients and their children.
13. Prepares a discharge and/or safety and guest management plans with clients and makes appropriate referrals.
14. Provides advocacy services and/or teaches self advocacy to clients.
15. Assists families that are not directly in YWCA programs to obtain/navigate resources available in the community
16. Provides immediate emergency/incidental problem solving, emotional support and stabilization crisis support.
17. Ensures clients understand and adhere to program procedures, rules and responsibilities to support congregate living.
18. Moves clients into units and completes inspections
19. Works with the team to address food security

## **Tenant Relations**

20. Assesses tenants for suitability for program
21. Responds to requests for assistance in obtaining household items.
22. Reviews tenant payments and works with Tenant to develop plan to address late payments.
23. Assists/Meets with residents/tenants to assess their own situations, develop a plan and acquire skills and resources to maintain existing housing or acquiring permanent housing and other life goals.
24. Conducts regular home visits to foster problem solving and information sharing
25. Runs a clothing exchange and oversees food/grocery program and assists tenants in obtain household items

## **Life Skills**

26. Develops and implements life skills plans in conjunction with clients (poverty reduction, budgeting, education development, time management, obtaining and maintaining housing, etc.)
27. Assists clients in assessing their interests, knowledge and skills for education and/or work related activities
28. Facilitates client recreational, social and educational activities.

## **Health, Safety & Security**

29. Attempts to de-escalate situations before they become crises.
30. Assists Tenants to develop safety plans
31. Ensures that access doors are properly locked at all times.
32. Participates in and implements fire drills
33. Keeps aware of YWCA NWT health and safety policies and requirements and maintains safe practices while working.
34. Clear criminal records check and vulnerable sector check.
35. Updated immunization records.

## **Administration**

36. Maintains record keeping systems as established in own location (i.e. logs, meds, etc.)and within the shared cloud portal.
37. Contributes to the identification and resolution of trends or issues that will affect the program.
38. Prepares a variety of written and statistical reports and/or case management reports and identifies potential client and facility concerns and issues on a quarterly or yearly basis.
39. Collects money etc regarding rent payments, donations etc., and issues receipts.
40. Makes suggestions to Supervisor for purchase of equipment and supplies.
41. Inputs information into computer software programs.
42. Purchases equipment and supplies for program within approved budget.
43. Attends professional development training and meetings
44. Ensures that the client files are properly maintained and secure.

## **Childcare**

45. Ensures the children play safely and keeps area clean and tidy

## **Other**

46. Provides reception services, answers questions, and directs inquiries, takes messages
47. Performs other tasks as assigned by the Supervisor.
48. Complies with YWCA NWT policies and procedures.
49. Maintains first Aid and CPR certification

## **Skills & Knowledge**

50. Diploma in Social Work or Human Services with at least one year experience in related field or equivalent in education and experience..
51. Experience related to case management and life skills experience related to abuse, effective intervention experience with individuals and family related to violence and/or addiction/mental health.

52. Knowledge of income assistance services and child protection procedures,
53. Advanced knowledge of the signs of violence and abuse at an early age and effective interventions.
54. Adherence to best practises working in mental health, addictions and family violence.
55. Good verbal and written communication skills.
56. Crisis intervention, mediation and negotiating skills
57. Working knowledge to teach Life skills and recreational programming for high need clients.
58. Excellent interpersonal skills including ability to work cooperatively and professionally as part of a team and to work with other family members, agencies and community partners.
59. Knowledge of tenant's rights and rental legislation and regulations.
60. Knowledge of universal health precautions to protect clients and staff from the transmission of infectious diseases.
61. Formal training in non violent crisis intervention.
62. Strong understanding of personal boundaries and able to be assertive to maintain and enforce boundaries.
63. Knowledge of and ability to work with persons of varying cultural backgrounds.
64. Knowledge of Case Management
65. Good record keeping skills and attention to detail.
66. Proficiency in Microsoft Suite and adept at using data entry software including cloud storage systems - an asset
67. Attention to detail and accuracy.
68. Current First Aid/CPR certification.