**Family Support Worker\_Second Stage/Transitional Housing**

**JOB SUMMARY:**

This position provides support and coordinates services to current and potential housing client and their families, including intake of new admissions and discharges from housing units. Assists clients to obtain suitable housing, access community resources, recreational activities and other supports to help them attain independent living. This position offers support to families or single women in a flexible, compassionate manner with positive social responses, and within a trauma-informed approach.

**DUTIES AND RESPONSIBILITIES:**

1. Assists women and families with application procedures and assessments; collaborates with them to create a comprehensive family-centered service plan
2. Advises community members with housing related inquires and directs them to the appropriate services available
3. Provides case management and advocacy to tenant families for their duration in the Second Stage Housing Program, with specific emphasis on mitigating the impacts of mental health, addiction, and poverty related issues
4. Coordinates and monitors referrals to community services; bridges gap between clients and other community service providers as needed
5. Distributes weekly food donations in an organized manner (where applicable)
6. With a signed release agreement from the client(s), liaises with other agencies who contribute to service plans for the family such as Child Protection, Income Assistance and Integrated Case Management
7. Educates and informs clients about their rights and responsibilities as consumers and tenants
8. Provides information and life skills support to clients related to personal, family, housing, finances, employment, safety, work, school, income assistance, etc
9. Maintains a welcoming environment and provides non-judgmental service
10. Coordinates community gatherings for families such as beach days or Christmas celebrations as needed
11. Helps to link families with health social activities and community events
12. Maintains computerized records, compiles reports and completes other program documentation
13. Provides immediate crisis support as required; reports incidents as necessary and provides timely follow-up
14. Reports concerns to Director of Housing
15. Additional duties as assigned by the Director of Housing to meet operational requirements when needed

**QUALIFICATIONS:**

* Specialized training in mental health and addictions or social work
* Extensive experience working with families facing conditions of risk (mental health issues, substance abuse, family violence, trauma, poverty, food/housing insecurity)
* An awareness of the history of colonialism and the legacy and impact of residential schools
* Knowledge of case management
* Advanced knowledge of the signs of violence and abuse at an early age and effective interventions
* Adherence to best practices working in mental health, addictions and family violence
* Ability to remain calm, respectful, and firm in stressful situations
* The ability to work independently, to cope with crisis situations and to work flexible hours, including rotating on-call duties
* A solid understating of harm reduction as a philosophy and practice and understanding of social determinants of health
* Ability to maintain appropriate professional and personal boundaries
* Excellent interpersonal communications skills including conflict management skills
* Knowledge of and ability to work with persons of varying cultural backgrounds
* Good record keeping skills
* Computer literacy in Word, Excel and working knowledge of data storage systems
* Have a flexible, positive, team-based and solution-oriented approach to work
* Have a valid NWT driver’s license

**OTHER:**

Must have a clean criminal record with vulnerable sectors check, standard First Aid with AED (can be offered to successful candidate) and current immunization record with the Hep B series, up-to-date Tetanus and a TB test, COVID Vaccinations).

Submit resume and cover letter to: [kate@ywcanwt.ca](mailto:kate@ywcanwt.ca)