



[Houselink and Mainstay Community Housing](#) is Toronto's largest non-profit supportive housing provider. Our organization is the result of a recent amalgamation between the former [Houselink Community Homes](#) and [Mainstay Housing](#).

As a joined organization, we currently manage nearly 60 residential locations and more than 1,100 units across the City of Toronto, serving individuals with complex mental illness and addictions. We work closely with sector partners to deliver programs and advocate for solutions that will address homelessness.

Our work is rooted in the understanding that housing is a human right and plays a vital role in health and wellbeing. We are proud to lead the affordable housing sector in building strong, inclusive communities where everyone has the opportunity to thrive.

Houselink and Mainstay Community Housing is a leader in the field of supportive housing and recovery for people living with Mental Illness. We have the following opening for individuals interested in joining our progressive workplace:

**Community Mental Health and Housing Worker
Permanent Full Time for Housing Transitions Team
*Internal / External Posting***

Nature and Scope

Houselink operates within Recovery and Harm Reduction frameworks and supports diversity and anti-oppression principles in its work with members. The Community Mental Health & Housing Worker works as part of a team that provides support to people with mental health issues, addictions, and complex care needs in a supportive housing setting. Informal counselling, health promotion, practical support, community development, system advocacy and service/resource coordination are key components of the daily work.

Skills, Knowledge, and Experience

- Knowledge of mental health issues, addictions, complex care needs, harm reduction, homelessness, community resources
- Strong assessment (e.g. psychosocial assessment, OCAN, and safety assessment) and problem solving skills
- Experience in addressing recovery goals based on support plans, training around activity of daily living skills and housing retention, supportive counselling, crisis intervention, advocacy, networking, coordination of care and services, community development and group work, including conflict resolution and mediation
- Interpersonal and team work skills - strong verbal, written, and communication skills
- Familiarity with supportive housing, landlord and tenancy issues
- Ability to formulate client centred plans, goal setting, life skills coaching
- Experience in data management, recordkeeping and computer literacy
- Organizational and time management skills
- Commitment to recovery principles, anti-oppression and diversity

Hourly rate is \$27.02/hour. This is a bargaining unit position and is governed by the terms of the Collective Agreement.

Please send cover letter and resume, Quoting File # CMHHW-444. Deadline to apply by Oct 06, 2021 by 5:00 p.m. to:

**Houselink & Mainstay Community Housing,
Hiring Committee,
805 Bloor Street West,
Toronto, ON M6G 1L8**

Or email to humanresources@hlms.ca

No phone calls please. Only those selected for an interview will be contacted.

HLMS has an equity hiring policy, is committed providing an inclusive selection process. Applications are encouraged from people with lived experience of mental health challenges and other equity seeking groups. HLMS will provide accommodation, upon request, to ensure a fair and equitable process.

Job offers are contingent upon the successful completion of a Criminal Records Check. Houselink is committed to the hiring of staff with lived experience with mental health challenges. Therefore, the information obtained from the criminal records check will be used only for determining whether the applicant represents any potential harm to our service participants.

Community Mental Health & Housing Worker

Job Description

Nature and Scope

Houselink operates within Recovery and Harm Reduction frameworks and supports diversity and anti-oppression principles in its work with members. The Supportive Housing Worker works as part of a team that provides support to people with mental health issues, addictions, and complex care needs in a supportive housing setting. Informal counselling, health promotion, practical support, community development, system advocacy and service/resource coordination are key components of the daily work.

This position requires an individual who can operate under pressure, is flexible, and is able to work outside regular office hours when required. Regular administrative duties include keeping accurate files and health records. The Supportive Housing Worker collaborates regularly with other HL departments, networks with external agencies and services, participates in organizational activities, and participates in strategic planning consultation and implementing activities.

Houselink supports the Supportive Housing Worker to continue improving their professional knowledge and stay up to date on best practices in the field. The Supportive Housing Worker reports to a coordinator and a manager who provide support and direction as needed.

Skills, Knowledge, and Experience

- Knowledge of mental health issues, addictions, complex care needs, harm reduction, homelessness, community resources
- Strong assessment (e.g. psychosocial assessment, OCAN, and safety assessment) and problem solving skills

- Experience in supportive counselling, crisis intervention, advocacy, networking, coordination of care and services, community development and group work, including conflict resolution and mediation
- Interpersonal and team work skills - strong verbal, written, and communication skills
- Familiarity with supportive housing, landlord and tenancy issues
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General Responsibilities

- Establish a working relationship with each assigned member
- Using recovery principles, provide service delivery to members including: informal counselling, health promotion, advocacy, knowledge sharing, research, referrals, regular check ins, practical support
- Identifying and addressing mental health and addiction issues
- Documentation: complete health assessments, maintain member files and health records, meeting minutes, and other administrative tasks
- Assist in the identification and resolution of individual and community issues
- Work with members to achieve a safe living environment including fire safety, member security, health and safety concerns
- Carry out the duties of the landlord under the Residential Tenancies Act
- Work as part of a team, support other HL departments, collaborate with partner agencies and engage in community development
- Attend meetings – team, agency, house, building, committee, other service providers

Specifically

Detailed information on related policies and procedures can be found in the Houselink Supportive Housing Worker Manual.

Standards

1. Be knowledgeable about and act within relevant legislation including the Occupational Health and Safety Act, the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act (AODA), Residential Tenancies Act (RTA), Mental Health Act, the Child and Family Services Act, Personal Health Information Protection Act (PHIPA), Social Housing Reform Act, and Ontario Fire and Building Codes.

Work with Individuals and Families:

2. Initiate and maintain contact with each member, using recovery and harm reduction frameworks.
3. Provide each new member with an orientation to the organization, a description of the property, information on safety plans and a welcome package. Provide move-in support when needed.
4. Introduce new member to member HL community and staff, as well as information regarding various committees and program activities involving member participation. Promote social and community involvement.

5. Provide counselling regarding cognitive, conscious and concrete issues and thought processes experienced by the member. This requires contact time to listen carefully to members in order to establish trust. Counselling should consist of practical and problem solving interventions related to issues that affect residents' housing and quality of life.
6. Support and counselling issues with individuals may include, and are not limited to, eviction prevention, courts support, immigration procedures, health promotion, crisis intervention, knowledge sharing, education, employment, and social and individual advocacy.
7. Support and counselling issues with families may include, and are not limited to, interpersonal conflicts, education/schools, CAS, family court support, budgeting, and recreational and wellness promotion.
8. Provide members with practical assistance and life skills counselling, which may include helping members to address hoarding concerns, pest/infestation, household and budgeting needs, healthy eating and personal care.
9. Coordinate care needs and accompany members to appointments, community activities within Houselink and in the community, make referrals, research and educate.
10. Promote Houselink conflict resolution practises to resolve interpersonal conflicts.
11. Consult and work with professionals outside of Houselink for the purpose of information, referral, and systemic and individual advocacy on behalf of Houselink member clients. External services and programs many include, and are not limited to, medical, psychiatric, financial, legal, social, employment, education, consumer advocacy-related, etc. Obtain written consent from members when sharing information in advocating for specific individuals.
12. Assess and refer to alternative levels of residential care, as needs of individual members change. Prior to move-out, assist members in finding other accommodation by providing information and referrals as required.
13. Support members, families and communities regarding death and dying. This may include, and is not limited to, end of life support, loss and grief counselling, funeral and memorial planning.

Building Maintenance Responsibilities

14. Identify and work to resolve any health and safety concerns including pest control and hoarding.
15. Identify property repair needs and deficiencies as reported by tenant members, and liaise with property service coordinators of owned and non-owned properties.
16. Follow purchasing procedures when buying equipment or supplies for Houselink properties.
17. Work with members to ensure they understand their rights and responsibilities regarding property upkeep such as snow shovelling, landscaping, recycling and garbage disposal.
18. Accompany Maintenance staff on annual owned and non-owned property inspections and assist residents with necessary follow up.

19. Participate in conducting rotation of monthly Health & Safety inspections and submit documentation.
20. Move-in/Move-out procedures: prepare, coordinate and/or liaise with maintenance staff to facilitate necessary and repairs are completed.

Life Safety Systems

21. Coordinate education for residents regarding fire safety procedures and prevention
22. Identify and address fire hazards when raised.
23. Initiate correction of fire safety system issues: for example, identify that exit lights are off or heat/smoke detectors or extinguishers require maintenance follow up.
24. In houses and shared units complete monthly fire safety inspection including inspection of fire extinguishers and smoke alarms.

Work with Groups/Communities:

25. Facilitate and engage in group activities, events, and community development with members including program activities such as the community kitchen or social recreation. Participate in agency wide events such as GMMs, AGMs and the holiday party.
26. Coordinate and facilitate regular building, house and unit meetings with members i.e. organize, advertise, minutes and follow up.
27. Encourage members to take ownership and improve overall building environments including the addressing of safety concerns i.e. trespassing concerns, noise issues, and the monitoring and maintenance of the physical appearance of the house or building.
28. Encourage member participation in Houselink committees and other activities by providing information on these events and having related discussions with members.
29. Provide assistance to members in identifying social-recreational, educational and/or community events which they may want to organize for Houselink as a whole or for their specific community.

Tenancy Issues

30. Follow-up with each tenant for all non-payment of rents as well as all other RTA issues with the purpose of eviction prevention.
31. Manage the dual roles of representing the landlord while also supporting the member in regards to RTA breaches by issuing warning letters, arranging arrears agreements, facilitating the collection of income verification documentation and monitoring mediated agreements.
32. Follow the Houselink RTA protocol if non-payment of rent or any other significant breaches of the RTA cannot be resolved with the member.
33. Maintain necessary notes, records, and documentation to assist the Houselink tenancy administrator in carrying out an eviction, including appearing as a witness when necessary.

34. Liaise with external landlords in regards to all aspects of tenancy ie arranging documentation and lease signing, advocacy, communication with maintenance, and member support around RTA related issues.
35. As required, coordinate intake, assessments and occupancy agreements.

Administrative and Reporting

36. Maintain the required health records for each member by entering regular documentation into Pirouette, completing and entering OCAN reports, maintaining paper files and completing legal status reports as necessary.
37. Complete required documentation in the Data Portal.
38. Complete Clockwise time sheets. Prepare and submit travel and expense documents.
39. Complete incident reports, when necessary.
40. Complete and submit Health and Safety reports.
41. Keep the co-ordinator and manager informed and up to date on relevant issues.

Organizational

42. Work as a member of a team to provide support to members and cover duties when team members are away.
43. Collaborate with other departments to promote a holistic approach to wellness across all departments of Houselink. Collaborate with other staff members to problem solve as issues arise.
44. Houselink encourages and supports staff to participate in and represent the organization at external committees and forums.
45. Participate in internal committees and/or activities relating to the organization as required (e.g. environmental committee, diversity committee etc.).
46. Attend bi-weekly team meetings and participate as chair and minute taker.
47. Perform other duties as needed, assigned by the Support Coordinator or Manager.

Signed: _____ Date: