

NEXT STEP PROGRAM (NSP)  
**Transition House**

*Building Strong Foundations*

**TRANSITIONAL HOUSING WORKER**

**Reports to:** Transitional Housing Program Manager

**Employment Type:** Full Time Contract

**Date Last Revised:** October 21, 2021

**Vision:** All people have access to permanent and suitable housing.

**Mission:** Transition House Emergency Shelter provides temporary, short term crisis housing in Northumberland. The shelter provides services to alleviate people's immediate housing crisis as a first step to being quickly and permanently re-housed.

**Values:** Quality service that meets community need; Strong Partnerships; Increased community impact and visibility; Fiscal prudence.

**Position Summary:**

Reporting to the Transitional Housing Program Manager, the Transitional Housing Worker supports clients in accessing housing, or being re-housed, as well as system navigation through life skills programming. The Transitional Housing Worker assists clients in connecting to their local community, including identifying community resources and cost effective access to community events that develop a sense of community belonging.

The Transitional Housing Worker is responsible for facilitating weekly housing meetings with participants, and assisting with referrals that support the client's Individualized Action Plan, while collaborating with other community service providers. The staff's goal is to reduce barriers to and provide stabilization skills for the resident's housing retention.

**Skills and Knowledge Required:**

- Previous experience in social services supported by formal education in a related field, or comparable certification and experience
- Ability to work with the Housing First model, Harm Reduction and Trauma Informed Care
- Ability to respond to individuals with high needs who experience barriers to obtaining and retaining adequate housing due to complex coexisting conditions, such as substance dependency, mental health issues, PTSD and other trauma
- Ability to initiate and work collaboratively and in partnership with a variety of community agencies that serve the needs of transitional housing residents
- A well-developed understanding of the system supports in Northumberland County related to substance dependency, mental health and housing
- Excellent interpersonal and communication skills, both written and oral

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- Good time management, problem-solving and assessment skills
- Sound understanding of de-escalation and crisis intervention methods
- Flexibility and openness to emerging concepts, service delivery models and collaboration
- Computer literacy and familiarity with standard programs and data spreadsheets
- Basic First Aid and CPR certification
- Police check (vulnerable sector).

### **Summary of Duties and Responsibilities:**

#### Resident Services:

- Identify, develop and maintain collaborative and effective partnerships with external community agencies to support the needs of program participants
- Complete intake, waivers, and "Individual Transition Plan" with new program participants
- Facilitate weekly Housing Meetings with each program participant, which includes but not limited to assisting in housing searches, goal setting and achieving, budgeting, income and employment support, etc.,
- Ensure follow-up check-ins with housed program participants
- Other duties as required.

#### Operations:

- Ensures compliance with the Ontario Health and Safety Act (OHSA) and other relevant legislation
- Work closely with the Transitional Housing Program Manager to engage appropriate supports to ensure seamless communication and collaboration
- Ensures that the facility is clean, maintained and organized daily
- Act as a Health and Safety representative and ensure completion of all reporting
- Demonstrated ability to initiate contacts and work collaboratively with community agencies
- Ability to make sound decisions in emergency situations and according to agency protocols.
- Other duties as required.

#### Administration:

- Participates in program and agency meetings and relevant training as required
- Ensure completion on binders, shift duty check lists and sign offs
- Document all required items in an as per organizational documentation principles
- Maintains individual participant electronic records to clearly outline plans and accomplishments

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Working Conditions:

- IPAC (Infection Prevention and Control)
- Potential exposure to aggressive/abusive behaviours
- Standard household cleaning materials
- Some evening or shift work may be required.

Physical nature of employment:

- Some moderate lifting of supplies, groceries, furniture, etc. required
- Moderate household activities such as contributing to maintaining the cleanliness of the building and property
- Busy, sometimes noisy environment
- Multitasking with possibility of frequent interruptions
- Shared spaces with little personal space.