



JOB DESCRIPTION

<u>Job Title:</u>	Housing Support Coach
<u>Classification:</u>	Job Band: G
<u>Reports to:</u>	Supervisor, Housing Services
<u>Department:</u>	Housing Services

Position Summary:

Supports individuals and families with complex needs who have experienced chronic homelessness with community inclusion, life skill development and the transition to feeling established within their home. The Housing Support Coach works within the community and participants' homes to provide hands-on, practical assistance with the implementation of the individualized support plan as developed by the Housing Support Worker and participant. Operates within an evidence-based best practice Housing First Model.

TASKS:

Client Service:

1. Operating within the Housing First Model coordinates with the PATHS2Home Home Based Team for service delivery.
2. Supports the implementation of individualized support plans.
3. Assists the Housing Support Worker, or designate, with the design and implementation of recreational, life skills and community inclusion.
4. Assists the Housing Support Worker, or designate, with the, implementation and assessment of plans of action and objectives with individual participants.
5. Assists with the design and implementation of daily routines, norms and structure for individuals and families in service.
6. Acts as a role model for participants.
7. Liaises with participant, family, police and other agencies ensuring communication, continuity and support.
8. Assists individuals and families to problem-solve effectively.
9. Organizes individuals and families in recreational activities, life skills training and coaching including housekeeping and cooking.
10. Transports participants to appointments and community events as required.
11. Communicates relevant participant information to agency and external team members.
12. Assists with various care co-ordination functions as assigned by the team.
13. Assists with delivering and evaluating the service delivery.
14. Implements risk assessment plans to ensure safety of individual, staff and community.
15. Responds in high-risk situations while utilizing the crisis safety plans.

16. Exercises sound judgement and professionalism in supporting participants identifying with complex needs (e.g. homelessness, mental health, substance use and/or abuse).
17. Maintains professional boundaries while offering peer-based support to participants.

Administration:

18. Completes the required documentation specific to the assigned service area.
19. Collects information, records and maintains participant files.
20. Communicates relevant participant updates to appropriate housing team member(s) via email, phone or participation in team meetings.

Other:

21. Maintains current knowledge of community resources and liaises with community.
22. Participates in supervision with Supervisor, Housing Services.
23. Participates in staff training and development.
24. Represents Lutherwood in the community.
25. Participates in Agency committees and task forces.
26. Complies with the policies and procedures of the Agency as outlined in the Policies and Procedures Manual.
27. Complies with the duties imposed by law or contract and the policies and procedures for performing the job in a safe and healthy manner.
28. Takes an active role in promoting and protecting personal health and safety and the health and safety of others, both staff and consumers. (Sec.28(1)OHSA)
29. Performs other duties as assigned.

The above tasks are representative but not all inclusive.

EMPLOYMENT GUIDE:

A relevant certificate, degree or diploma in social services, related discipline or equivalent education combined with work and/or lived experience of homelessness. Experience working with participants with complex needs (e.g. homelessness, substance abuse/use, mental health). Knowledge of community resources and local mental health, educational, housing, child protection, and legal systems and services. Familiar with the Housing First philosophy and Progressive Engagement strategy, and have the ability to remain current regarding evidence based or evidence informed practices. Demonstrate professional verbal and written skills, with a demonstrated ability to support a diverse range of people. Demonstrated ability to work autonomously and as part of team with strong decision making capabilities. Exceptional organizational skills and capability of multi-tasking to meet various timelines are essential. Proven ability to work in collaboration with other service providers. Reliable transportation is essential for this position. Required to hold a "G" class license and a two million dollar liability policy as part of personal car insurance.