

BLUEDOOR

Title: Housing Navigator

Job Region: All Blue Door Locations (Durham/Beaverton Transitional Program)

Equipment: Computer, telephone, reliable vehicle, valid driving license and insurance

Salary: \$22.35/hr

Blue Door is a not-for-profit registered charitable agency governed by a volunteer Board of Directors. We have been an integral part of our community providing essential emergency shelter services since 1982. Blue Door's mission is to support people who are at risk of or experiencing homelessness to attain and retain affordable housing.

Job Summary

Reporting to the Program Manager, the Housing Navigator is responsible for the successful daily operation of the transitional housing program. In accordance with agency policies and procedures; create and maintain housing plans and goals, maintain appropriate record keeping, complete intake/discharge documentation, and maintain safety of clients, staff, and facilities. Support with referrals to other resources, participate in housekeeping duties including food preparation and cleaning.

Responsibilities

- Provides excellent customer service including but not limited to professionally answering phone calls and requests, navigating donations, greeting visitors and or community partners.
- Provides appropriate professional understanding and intervention from a housing focused lens in response to emotional, behavioural and physical needs of clients.
- Maintains and supports established routines and procedures including but not limited to wake up calls, cleaning of client rooms, regular room checks, perimeter checks, etc.
- Assists clients to establish and achieve individualized housing goals, and meet with them on a daily basis.
- Supporting community program activities in accordance with agency policies and procedures.
- Working as a team to support with food preparation, serving and house maintenance.
- Maintain facility sanitation including but not limited to bodily fluids, spills and any other health and safety hazards using personal protective equipment (PPE) as necessary.
- Completes shift exchange and shift expectations in a respectful, non-judgemental manner.
- Completes all necessary documentation, including daily HIFIS entries, written records/reports and provides statistics as required.
- Working professionally and in collaboration with agency staff when scheduled to ensure all shift expectations are met.
- Working with clients to navigate the steps to achieving financial security in support of the housing first model.
- In order to provide a holistic housing approach, the Housing Navigator will: produce weekly housing listings, support clients to contact landlords, obtain credit scores, gather relevant documentation, and coordinate transportation options for housing appointments.

- On an ongoing basis, assist clients with social and life skills required to secure and maintain affordable housing (one-on-one or within a group setting).
- Provide Support Services with an updated dietary needs summary sheet as client needs arise and change.
- Administering Naloxone in the event of an emergency and distributing Naloxone kits accordingly.
- Other duties as assigned.

Respect and Professionalism

- Maintain professionalism in the workplace.
- Working cooperatively alongside and supporting all Blue Door team members and departments.
- Adherence to the mission, vision, policies and procedures of the agency.
- Able and willing to promote harm reduction practices in accordance with core standards.
- Attend internal staff meetings and staff training as required.
- Maintain the confidentiality of all client and agency information.
- Utilizes effective conflict resolution skills in accordance with (Crisis Prevention Intervention (CPI) training.
- Fosters positive and appropriate relationships with clients, colleagues, community partners and volunteers.
- Provides referrals and follow-up as necessary.
- Meets with manager on a regular basis and participates in completion of annual performance evaluation.

Occupational Health & Safety

- All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others.
- All employees shall learn and understand health and safety policies and procedures and will comply with them.

Qualifications

- Minimum SSW or 2-year college diploma in a human services program.
- Experience working with vulnerable populations.
- Excellent interpersonal, verbal and written communication skills.
- Demonstrated ability to work independently and as an effective team member.
- Understanding and delivery of anti-oppressive practices.
- Experience with harm reduction practices.
- Ability to deal effectively with conflict and crisis.
- Able to operate within a flexible work schedule.
- CPI, CPR and Vulnerable Screening Clearance (Police Check).
- Reliable vehicle, valid driving licence and insurance.

All applications will be reviewed as received, and interviews will begin for qualified candidates as soon as possible. The position may be filled before this job posting ends. Only candidates selected for an interview will be contacted. Please submit a cover letter and resume at hr@bluedoor.ca