

BLUEDOOR

Position: Client Services Supervisor, Transitional Housing

Job Status: Full-Time, Permanent

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

Hours of Work: Days/Evenings/Weekends

Equipment: Computer, Telephone, Printer, Reliable Vehicle/Valid Driving License/Insurance

Non union

Job Summary

Reporting to the Program Manager, The Client Services Supervisor is a social worker or equivalent, who provides supports to clients in the Transitional Housing Program achieve community integration while working on a long-term plan to achieve housing stability in the community.

The Transitional Housing Program assists individuals gain skills and capacity to transition into and retain long-term housing in the community. Staff will provide basic structure in independent living, support with goal setting, and skill-building to individuals. By creating and offering this supportive environment, people can overcome trauma, address the issues that have led to or kept them homeless, and begin to rebuild their support network.

A supervisor role, works with the Program Manager to coordinate service delivery through the Housing Navigators. Part of the on-call team.

Responsibilities

- Along with the Program Manager, coordinate and oversee transitional housing program delivery.
- Coordinate independent life skill case management sessions to promote independent living and progression into independent community living.
- Support individuals with a housing plan and housing search activities while they access the Transitional Housing Program.
- Support clients to navigate community supports and services.
- Conduct goal planning and regular check-ins with individuals including but not limited to home check-ins.
- Orient individuals to landlord and tenant rights.
- Support eventual permanent housing relocation.
- Enhanced support with maintaining safe housing.
- Support individuals with career planning, employment searches, and employment skill development.
- Improved and ongoing links with employment and health and/or medical resources.
- Provide individual supports to identify gaps in health and independent living skills including but not limited to landlord tenant negotiation, self-advocacy, and budgeting and life skills and providing referrals as necessary.

- Facilitate informal counselling to promote independence and building healthy partnerships for success.
- Facilitate food security.
- Supporting to improve financial security through various forms, including ODSP and other subsidies.
- Keeping up to date with new and current community-based programs and supports.
- Provide follow-up supports to clients who have successfully transitioned into long-term housing.
- Record keeping, preparing reports and, report on monthly and quarterly statistics.
- Transporting clients within the community as required.
- On-call duties.
- 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 Bachelor of Social Work Degree or equivalent. Combination of relevant education and experience.
- Knowledge of Landlord Tenant Act.
- Knowledge of Housing First Practices.
- Experience working with vulnerable populations.
- An understanding of homelessness, mental health and addiction issues.
- An ability to work independently and as an effective team member.
- Excellent verbal and written communication skills.
- Strong interpersonal skills with clients and colleagues and commitment to team approach.
- Understanding and delivery of anti-oppressive practices.
- Experience with harm reduction practices.
- Excellent organizational skills.

- Able to operate within a flexible work schedule.
- Must have a reliable vehicle, valid driving licence and appropriate insurance. Mileage is reimbursed.
- CPI, CPR and Vulnerable Screening Clearance (Police Check).

Knowledge and skills assessment tests will be used pre-employment to evaluate potential candidates.

Blue Door is committed to the development of a staff and leadership team that reflects the incredible diversity of the communities we serve. We promote the principles of intersectional anti-racism and anti-oppression and adhere to the tenets of the Ontario Human Rights Code. We both welcome and encourage applications from members of groups with historical and/or current barriers to access and equity, including Indigenous, Black and racialized people, members of 2SLGBTQIA+ communities, people with disabilities, and people with lived experience of homeless. Blue Door is a unionized work environment.

In accordance with the *Ontario Human Rights Code*, *Accessibility for Ontarians with Disabilities Act, 2005*, and *Blue Doors AODA Policy*, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

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 to hr@bluedoor.ca