



JOB DESCRIPTION

Title: Shelter Diversion Support Worker

Reports to: Program Manager

Located at: 107 Albro Lake Road, Dartmouth

40 hours per week, Monday - Friday, 8-6 p.m. with some flexibility and occasional evening and weekend work.
Vehicle required.

Rate of pay: \$22.74/hour; \$47,299 p.a.

This position is within the collective bargaining unit.

Adsum is committed to being a workforce that is free of discrimination and values diversity. Job applicants who identify as Indigenous, African Nova Scotians, or Other Racially Visible Persons are encouraged to self-identify in their application.

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Adsum for Women & Children provides temporary emergency housing for women, families and gender-diverse folks, when safe, permanent solutions cannot be secured. The Shelter Diversion Support (SDS) Program manages support for individuals experiencing housing crisis by providing access to hotel stays and on-going housing support services.

As a full-time support worker, you are responsible for responding to calls from community members who are experiencing homelessness and coordinating temporary shelter for clients when necessary. In addition to providing direct service to clients, you will provide support to emergency housing providers and offer appropriate support in times of crisis/emergency. This support includes, but is not limited to, crisis intervention, conflict mediation, support with intakes and discharges to/from hotel and providing referrals to other community partners.

DUTIES AND RESPONSIBILITIES

- Ensure the program delivery is congruent with Adsum's mission, vision, and philosophy.
- Work in accordance with Adsum's policies, procedures, and philosophy of practice.
- Work with women, families, and trans identified persons and other Adsum programs to create effective housing plans that address the issues of those who experience homelessness. In particular, work to assist women with families in the creation of housing/goal planning.
- Provide support for a caseload of up to 30 points based on the 3-point case management ranking scale for indicators of acuity (0= Inactive; 0.5 = low; 1 = moderate; 2 = high).
- Liaise and develop relationships with emergency housing providers in the HRM
- Develop a list of viable housing stock and options for clients transitioning to independence within this housing program.
- Provide intake, assessment and referral services, assistance in accessing resources, crisis intervention and eviction prevention services, outreach, mediation for clients and their families in relation to the Shelter Diversion Support program.
- Liaise with other agencies on behalf of clients and participate in community committees, projects or activities as appropriate.
- Work in collaboration with other Housing Support Workers within HRM.
- Advocate with community agencies to ensure that the needs, barriers and strengths of clients who are at-risk and homeless are addressed.
- Conduct and/or participate in event planning for community and clients
- Complete and maintain records, assessments, daily statistics and files, and ensure confidentiality is protected.
- Compile statistics and data for clients accessing shelter diversion supports that will assist with the outcomes and evaluation of this initiative.
- Commit to the development of the Association and participate in internal committees, projects and activities.
- Assist in program and service development to ensure that quality, effective and client-centered programs and services are delivered.
- Training and on call duties at the shelter, Adsum House.

Further duties may be required at the employer's request.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER REQUIREMENTS

- Demonstrate high level of understanding of the issues of homelessness.
- Demonstrate high level of understanding in a housing first model and approach.
- Demonstrate skill using anti-oppressive practice (harm reduction, a client-directed approach and a social justice perspective).
- Knowledge of mental health issues, substance abuse and crisis intervention.
- Demonstrate knowledge of Trusteeship programs and effective money management.

- Demonstrated exceptional level of interpersonal, communication, client service and organizational skills.
- Demonstrated ability to build appropriate and healthy rapport with at-risk and homeless women, families and trans identified individuals.
- Extensive knowledge of community resources and the social service delivery system.
- Ability to work in a team environment.
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook and using the Internet.

EDUCATION AND EXPERIENCE

- Bachelor of Social Work, or an undergraduate degree and Human Services diploma or other relevant undergraduate degree.
- Registration or Candidacy for Registration, certification or membership of a related professional body (if applicable).
- A minimum of 1 year experience working with at-risk and homeless persons providing case management and advocacy.
- Non-violent crisis intervention, suicide intervention, standard first aid or a commitment to secure those requirements within six months of being hired.
- Experience in program development.
- Experience working for a walk-in centre or a non-profit organization is an asset.