



## HOUSING SUPPORT WORKER

### Job description

**Position title:** Housing Support Worker – Awake Overnight – Threshold House

**Reporting to:** Manager of Support Services

### Position Summary:

The Housing Support Worker – Awake Overnight position will be the primary overnight contact person for residents within Threshold House. This position ensures a safe, supportive, and resourceful environment for individuals facing housing instability. The role of the overnight staff person is to support residents in housing setting to settle, manage stressors and potential crisis while supporting to focus on individual goals for the following day. The support staff member will act as a support for casual and case management staff, assisting with crisis intervention, and supporting residents in achieving stability and self-sufficiency.

This position will work in a team environment utilizing a holistic approach to support each youths' individual needs around mental health, life skills, community supports, housing and other identified areas.

### Duties and responsibilities

- Provides direct support to residents, addressing their housing, social, and personal needs
- Assists residents in navigating available resources, including employment, healthcare, and social services
- Provides practical support in day-to-day activities including cooking, cleaning, and maintaining shared areas
- Supports with case management plans tailored to individual youth needs
- Conducts regular check-ins and wellness assessments with youth
- Coordinates with external service providers and community organizations to enhance youths support network
- Ensures compliance with all housing policies, safety procedures, and confidentiality standards
- Assists in crisis intervention and conflict resolution among residents
- Ensures guest policies are followed and monitored
- Responds as needed to visitors
- Maintains accurate and up-to-date documentation of resident interactions and progress



## HOUSING SUPPORT WORKER

- Supports the operational needs of housing facilities, ensuring a clean and organized environment
- Participates in staff training and professional development opportunities
- Maintains cleanliness and upkeep of Threshold House
- Reports any maintenance concerns to Operations Manager
- Additional tasks as assigned

### Education & Experience

- Possess a relevant bachelor's degree such as Social Work or Child & Youth Care and will have a minimum of 1-2 years' experience working with vulnerable populations and at-risk youth. Other combinations of education, experience and training may be considered
- At least two years of experience in housing support, case management, or social services
- Experience in crisis management and de-escalation techniques
- Familiarity with local housing laws and social service resources
- Proficiency in Microsoft Office Suite and case management software
- Training in trauma-informed care or harm reduction strategies.
- ASIST training
- NVCI training
- CPR and First Aid certification
- Food Safe certification

### Proven Skills and Abilities

- Experience working with individuals facing homelessness or housing insecurity
- Demonstrated knowledge and approach to working with at-risk youth under a harm reduction principle, trauma informed and strength-based practice
- Demonstrated proactive approach to connecting and building relationships with at-risk youth
- Knowledge of mental health and behavioral issues
- An ability to meet youth where they are at and an understanding of the impacts of trauma on human development; ability to provide leadership and healthy role modeling to youth
- Understanding/sensitivity to various cultural and socioeconomic backgrounds of the clients the agency serves
- Ability to maintain appropriate boundaries in the workplace and to work professionally (ethically) especially regarding matters of confidentiality



## HOUSING SUPPORT WORKER

- Ability to work independently and as a member of a wraparound care team
- Strong organizational skills and attention to detail

### Working conditions

- Operates out of Threshold House, however, based on operational needs, this role may temporarily be assigned to another location to ensure appropriate program coverage. For long-term location changes, the Society will provide appropriate notice to relocate to a different Society location for operational needs.

### Special requirements

- Able to provide up-to-date Immunization records
- Must have a Criminal Record Review Check completed by and satisfactory to Threshold as well as sign Code of Conduct, and Confidentiality Agreement

### Direct reports

- None

**I have read and understand this Job Description and agree to comply with its requirements.**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_