

# Housing Outreach Worker – Intensive Case Management Team (Multiple Opportunities)



**Are you a resourceful and goal-oriented community builder that is passionate about assisting individuals (ages 18-65) in finding and securing housing? Do you have strong intake, assessment and referral skills that work to explore an individuals' strengths and barriers? Due to receiving additional funding, e4c is excited to be hiring for two Housing Outreach Workers!**

**The Housing Outreach Worker is part of the e4c Intensive Case Management Team who partners with Homeward Trust's Housing First team in Edmonton to create successful transitions for people who are in search of securing appropriate housing and financial resources. You will mentor persons served in building positive landlord and tenancy relationships and assist participants in making connections within their new found communities.**

**Hours:** Full-time: Monday to Friday: 9:00am to 5:00pm; requires travel around local and surrounding areas.

## Why Join Our Team

- Empower individuals through an exploration of their strengths, interests and barriers in securing sustainable housing.
- In-house collaborative training opportunities to build knowledge, skills and tools relevant to your role.
- Robust benefit program, RRSP contributions, 3 weeks' vacation, EAP and other work related benefits.

## In Your Role You Will

### Community Outreach

- Use intake, assessment, and referral skills and tools to assist in exploring strengths and barriers to support community members in obtaining housing.
- Provide support and guidance to persons served with their transition into housing through utilizing person centered, trauma sensitive and harm reduction approaches.
- Assist in navigating and accessing appropriate funding bodies and service referrals available within the community.
- Promote e4c Intensive Case Management Team services to potential property management organizations or landlords.
- Coach and model healthy relationships with landlords and other service providers.

### Short-term Case Management

- Create interim goals and action plans with persons served to secure housing.
- Assist in making connections within new communities.
- Plan for successful program exit and transfers to Follow-up Support Worker.

### Administration

- Develop and maintain a database of landlord contacts.
- Collect and input data for reporting purposes.

## Education and Certifications

### Required

- Diploma in Community Support Work, Social Work, Sociology, Education or related field.
- Police Information Check with Vulnerable Sector Check.
- Child Intervention Check.
- Suicide Intervention.
- Standard First Aid and CPR.
- Reliable, registered vehicle, Class 5 driver's license, a recent driver's abstract and valid insurance including two million dollar liability coverage.

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## Experience

- 1+ year of experience working with marginalized populations, high risk and vulnerable populations.
- Working knowledge of harm reduction sexual exploitation, abuse and trauma, addictions, mental health, homelessness, inner city, and indigenous culture.
- Demonstrated experience de-escalating crisis and potentially violent situations with individuals under the influence of drugs or alcohol, under extreme stress &/or struggling with acute/chronic mental health crises.
- Previous experience within the social services sector.
- Previous experience working with Indigenous populations.
- Proficient in MS Outlook, Word, Excel, database applications and computer operation.

## Competencies

- **Delivery to the Agency:** holistic overview; is able to build formal and informal relationships with participants/tenants, team members, e4c personnel and external community and service providers with a long-term perspective.
- **Communication:** able to clearly communicate formally in both written and oral communication; able to obtain and compile information and ideas; able to ask for advice, support and accept feedback.
- **Collaboration:** Work collaboratively with others to achieve group goals and objectives; has positive working relationships with colleagues and partners. Able to build formal and informal professional relationships. Fosters respect and reciprocity with participants/tenants, team members, other e4c personnel, external service providers and community members; shows an interest and acknowledges what others have to say.
- **Organized:** able to manage time effectively to ensure goals are met; develops and uses systems to prioritize and keep track of information and work progress for each individual participants.
- **Self-Awareness and Impact:** able to define own expectations for self to fulfill expectations; able to self-reflect, monitor and correct one's own actions; focused on learning.
- **Creating and Leading Change:** seeks new ways to improve processes and efficiencies for enhanced services and community relations; pro-active and preventative; innovative and creative.
- **Managing An Agency Focus:** prioritizes tasks and responsibilities to achieve program objectives; commitment to upholding organizational values, policies and procedures

## Apply

When applying, please submit a thoughtful Cover Letter and Resume outlining your interest and experience to:

- Email: [careers@e4calberta.org](mailto:careers@e4calberta.org)
- Website: [www.e4calberta.org](http://www.e4calberta.org)

**At e4c diversity is our strength. We embrace diversity and offer equal opportunities to all qualified applicants. We welcome your application regardless of origin, culture, ethnicity, age, ability, gender identity, sexual orientation or faith.**

**Thank you to all those apply. Only those short-listed will be contacted for an interview.**