

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2023-189

POSITION TITLE: Street Survivors Case Worker	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: Supervisor, Street Survivors & Enhanced Follow up Supports	HOURLY RATE: \$27.48
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Street Survivors Caseworker is responsible for providing follow-up and support services, to newly housed clients of the Streets to Homes program. The position reports to the Supervisor, Street Survivors & Enhanced Follow up Supports and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- Responsible for establishing contact and rapport with street survivors in their homes
- Responsible for maintaining accurate and appropriate documentation
- Responsible for obtaining and distributing resources and contacts to improve the quality of life of street survivors and assisting them to transition smoothly into housing
- Assists in collecting and reporting relevant statistics, and submission of required reports
- Provides ongoing assessment, case coordination and monitoring of client's needs on a pre-determined basis
- Assists with applications for income support and with negotiating and/or mediation with landlords
- Provides home visits, escorting to appointments, advocacy, crisis intervention and conflict resolution
- Performs other related tasks and duties as required

REQUIREMENTS & QUALIFICATIONS

- Degree or diploma in Social Services, or equivalent combination of education and experience in social or community services.
- Minimum 2 years' experience in case planning/coordination, including performing assessments/reassessments, determining eligibility, monitoring and coordinating of in-home services for homeless and low-income adults from diverse ethno-racial communities.
- Demonstrated knowledge of supports for clients who have experienced trauma and with complex histories.
- Experience working in social or community-based services setting.
- Knowledge of emergency, social service, and community supports, i.e. understanding of the Residential Tenancy Act.
- Superior interpersonal, organizational, and written/verbal communication skills and sound judgement in decision-making.
- Ability to work effectively independently with a commitment to teamwork approach, delivering results within established deadlines.
- Ability and wiliness to travel and visit clients in locations across the city and to meet them where they are.
- Ability and willingness to work in high risk areas (eg. infested client homes, hostels, etc.).
- PC literacy including Microsoft Word and Excel.
- Knowledge of Pirouette, TAWL computer programs an asset.
- Valid driver's license an asset.
- Flexibility to accommodate some evenings and weekends.

To apply, submit your resume with "TNG2023-189" in the subject line of your email to: careers@tngcs.org