

*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# TNG2024-77**

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| <b>POSITION TITLE:</b> Odette Place Tenant Support Worker             |  |
| <b>DEPARTMENT:</b> Urban Health and Homelessness Services             | <b>STATUS:</b> Contract Full-time, CUPE 7797   |
| <b># HRS / WEEK:</b> 35   | <b>CONTRACT DATE:</b> July 2, 2024 to January 1, 2026 or the return of the incumbent |
| <b>REPORT TO:</b> Senior Manager, Drop-in and Harm Reduction Services | <b>HOURLY RATE:</b> \$29.95  |
| <b>EXTERNAL CLOSING DATE:</b> Posted until filled                     |  |

**GENERAL DESCRIPTION:** L.L. Odette Place is a supportive housing program for 13 male-identified people with mental health and substance use challenges. In this congregate living space, each tenant has their own unit and shares the kitchen and washrooms. Odette Place is fully accessible. The Odette Place Tenant Support Worker will work within the Odette Place Supportive Housing Program to support the tenants. The incumbent will be responsible for the provision of support services, social-recreational programming, warm referrals to community resources, and broad housing supports for thirteen formerly homeless men with mental health and/or substance use issues living at the site. Working from a harm reduction, trauma informed foundation, the incumbent will provide both group support and one-to-one person-centred, judgement-free services to assist residents with the identification and achievement of their individualized goals, increased quality of life, reduced social isolation and housing stability. This position works on site at 260 Augusta Ave. and is not smoke-free.

**MAJOR DUTIES:**

- Conduct intake and assessment interviews with prospective tenants Provide support for each tenant, completing detailed assessment, coordination of supports, referrals, and advocacy on relevant health, substance use, mental health, financial, employment, legal and social supports needs
- Organize and facilitate social-recreational programming to reduce social isolation
- Assist tenants by providing one-to-one assistance and life skills education. Provide support with accessing basic needs and completing activities of daily living with a view towards housing maintenance.
- Support tenant involvement in decision-making processes at Odette Place
- Work collaboratively and develop strong partnerships with external service providers, including withdrawal management services, treatment programs, hospitals, law enforcement agencies, and social services
- Inform and advise residents about their rights and responsibilities as tenants
- Using a community development model, facilitate tenant engagement and participation in their housing community
- Work with tenants and other staff to ensure Odette Place is maintained in a clean and safe condition. Assist tenants with move-in and move-out support as required
- Other duties as assigned.

**REQUIREMENTS & QUALIFICATIONS:**

- BA/B.S. W plus 2 years of experience in human services, preferably in the housing field or a combined equivalent of education, lived experience, and/or significant related training
- Proven work practise with clients experiencing homelessness, mental health, and substance use issues
- Experience, alignment, and commitment to harm reduction and restorative service approaches
- Commitment to anti-racist and anti-oppressive practices
- Formal training in substance use and mental health is an asset
- Approach to work is client-centered and trauma informed
- Ability to meet the physical demands of the position, including standing, sitting, lifting, light cleaning and some maintenance work
- The successful candidate will need to work on site at 260 Augusta and follow all IPAC procedures, including wearing full PPE as required. Please note, this site is NOT a smoke-free environment
- Recent demonstrated knowledge and skills in assessment, crisis intervention and prevention, conflict resolution and negotiation skills
- Safe food handling certificate is an asset
- Basic understanding of property management and maintenance, including life safety systems.

**To apply, submit your resume with "TNG2024-77" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement