

LUTHERAN COMMUNITY CARE
245B Bay Street
THUNDER BAY, ON. P7B 6P2

Job/Relationship Description

Date: December 2021

Job Class: Social Worker I (Union)

Job Title: Housing Navigator- Contract Position

Position Summary:

The Housing Navigator is responsible for information provision and community development functions that relate to housing for adults with a developmental disability. This position includes the championing of innovative solutions, collection of housing related resources, establishing connections to agencies providing this service, liaison functions, and presentations regarding housing and creative options/solutions. Housing Navigators will support people, their families and engaged service providers in the development of a service plan that includes all possible and appropriate community-based housing options. The Housing Navigator provides service in the geographic area of the North Region of Ontario.

Authority:

The Housing Navigator receives his/her authority from the Director of Regional Services.
The Director of Regional Services shall provide the resources necessary for the responsibilities of the position

Limitations of Authority:

The Housing Navigator operates within the terms of:

- the Operating Policies established by the Executive Director
- the Service Agreement and Service Description with the Ministry of Children Community and Social Services (MCCSS)
- the tactical plans of the Director of Regional Services
- the Collective Agreement with the union
- limitations of legal and regulatory authorities

Responsibilities:

A. Provide information to people

- Provide a housing coordination tool kit to people seeking to create individualized housing options that may include ministry funded or non-ministry funded resources.
- As appropriate (leveraging local agencies where feasible) direct families and people to agencies and resources in their community that can assist and support people interested in creating individualized housing options; and, by utilizing a Local Inventory of Resources.
- Provide information to people and families to assist with their understanding of: how to use ministry funding or their own funding and assets toward housing options, considerations when partnering with other families, how to access supportive housing and social housing, available grants; and, how people have created their own options through the referral to internet based profiles.
- Link families to Family Support Networks or groups meeting regularly to share information and learn about their individual experiences in creating housing options.
- Host and participate in seminars that bring people of similar interests together to share information and tool kit resources.
- Champion innovative and individualized housing solutions by offering examples, information on creating own solutions, and referral to agencies working with people to create innovative solutions.
- Disseminate information on housing related resources available in the community.
- Develop and maintain liaison functions with other relevant stakeholders such as navigators, Family Support Networks, housing advocates in the community, and planning tables.

B. Identify services for people through outreach and community partnerships

- Build connections across and within sectors in order share information about developmental services from a housing perspective (e.g., at community events and information fairs) and stay informed about community and housing resources.
- Liaise with the housing sector in local communities (e.g., Service Managers, developers) forming on-going relationships and participation in information sessions and engagements.

- Regularly (e.g. quarterly) share information with peers about successful approaches, housing collaborations, lessons learned, projects and partnerships.
- Provide housing information to other service systems, planning tables, navigators and agencies, including identifying trends of what people are looking for.
- Liaise with Social Housing Service Managers (District Social Service Administration Boards and municipalities), private builders and housing operators to support their engagement in innovative housing models.

Expectations:

The expectations of the responsibilities for this position are contained in the Housing Navigator's personal tactical plan.

The Housing Navigator is also expected to adhere to the following standards:

- Maintain current and concise records of all interactions with clients.
- Participate in the statistical collection of data or the completion of forms as it pertains to the services being provided.
- Attend regularly scheduled meetings with the assigned Manager.
- In co-operation with other staff, maintain security of all confidential information – written and verbal.
- Be respectful of and contribute to the promotion of the philosophy, aims and objectives of the Lutheran Community Care to the community at large.
- Model and promulgate the organization's values and the values of affirmation, involvement and servant leadership.
- Co-operate with other service providers in order to enhance service delivery to individuals and families.

Accountabilities:

Accountability in this relationship is mutual. The Director of Regional Services is accountable to the Housing Navigator for providing the authorization, resources, affirmation, involvement and servant leadership required for the successful realization of the responsibilities of the position.

The Housing Navigator is accountable to the Director of Regional Services for performance with respect to the negotiated expectations and for compliance with the limitations of authority of the position.

The components of this working relationship shall be reviewed annually at the initiation of the Director of Regional Services and shall include a:

- Review of the authorization and resources provided and values expressed to the Housing Navigator
- Review of the Housing Navigator's performance toward expectations of the responsibilities of the relationship including the progress towards the Housing Navigator's personal tactical goals
- Negotiation of tactical goals and other expectations for the next year
- Review of the authorization and resources required for the next year, including plans for professional development

Qualifications:

Minimum of a diploma in Social Work or an acceptable Human Service discipline is required. Knowledge of housing resources at the municipal, provincial and federal level and working knowledge of applicable legislation. Strong facilitation, consultation and network building skills to foster effective partnerships and integrated networks with stakeholders. Knowledge and experience identifying various sources of support, relevant funding options and family resources (traditional and non-traditional). Intermediate knowledge of personal computer operation including word processing, data entry, and file management is required. Excellent communication skills both verbal and written are required. Ability to communicate in French, Ojibway or Oji-Cree is an asset.

Conditions of Employment:

Possession of a valid driver's license, use of a vehicle and appropriate insurance coverage is a condition of employment. The Housing Navigator must be able to travel throughout the North Region of Ontario. Successful completion of a Criminal Records Check, Physical Examination report, Conflict of Interest declaration and Oath of Confidentiality is a condition of employment. The capacity to work remotely may be required.

Remuneration:

\$29.55 - \$32.43 per hour dependent on experience. Full benefit package including employee assistance plan, group registered retirement savings plan, extended health, life insurance and long term disability.