

Job description

***** PLEASE NOTE:** This role is not shift work and is best suited to an individual who can commit full-time, focused hours to the work. Priority interviews will be offered to those who are currently unemployed.

About the Safe at Home Society

The Safe at Home Society is a collaborative organization dedicated to ending and preventing homelessness in the Yukon. We bring together various stakeholders, including service agencies, government partners, landlords, and those with lived/living experiences of homelessness to facilitate connections between people and the housing supports that they need. With initiatives like the transformation of a former hotel into supportive housing and the operation of the By-Name List, the society is actively involved in advocacy and practical solutions for homelessness across the territory.

Job Overview

This position plays a crucial linkage for individuals and families in the private rental market by supporting move-ins, housing stability planning, and outreach-based supports as needed. 75% of time will be out of office supporting clients. This role, job functions, and activities are expected to evolve and are determined based on client needs and the Safe at Home frontline team. This position will report to the Program Supervisor and will work closely with frontline staff and outreach workers.

Responsibilities and Duties

- Establish and maintain relationships with individuals newly matched to housing and/or housed in the private rental market, and connecting with those experiencing chronic homelessness using a housing first and trauma-informed approach;
- Attend Coordinated Housing Access Team (CHAT) meetings as Safe at Home's frontline representative to match and refer individuals to supports, housing, and resources using a coordinated access approach as needed;
- After client move-in, actively check-in with person/family to ensure they have access to eviction prevention resources as needed;
- Use a client-centered approach to support individuals to achieve their housing stabilization goals;
- Accompany clients to appointments, provide proactive crisis planning, organize meaningful daily activity opportunities and connect to long-term formal and informal supports; while upholding client confidentiality;

- Problem-solve where tenancies appear unsustainable and assist in negotiating specific arrangements with landlords to mitigate evictions and address damage claims, relying on Safe at Home's Eviction Prevention Worker and/or YAPC's Housing Provider Liaison, as needed;
- Maintain detailed case notes, case management plans, and contact lists of involved supports and community services; and other documentation as required;
- Maintain client and financial trackers, and support quarterly and year-end reporting;
- Participate in professional development opportunities and conferences as identified by management;
- Participate in succession planning and adhere to organisational IT and privacy standards and procedures (i.e., storage, records retention, passwords, etc);
- Compulsory attendance and participation in team meetings and supervisions; and
- Other responsibilities as they emerge and/or are directed by the Executive Director or Program Supervisor of Safe at Home Society.

Education and Experience

- Post-secondary education in a relevant field such as social services or a related discipline; or
- A minimum of 2 years of professional or volunteer experience in a related field, preferably in a non-profit organization, social services agency, or educational institution.
- Lived/living experience with the target population and/or community is highly valued.
- Demonstrated understanding of trauma-informed care, cultural humility, and anti-oppressive practices.

Qualifications

- The submission of a Vulnerable Sector police check.
- Valid driver's license and access to reliable transportation may be required for certain positions.
- Knowledge of decolonizing and housing first approaches to client support.

- Awareness of the complexities of homelessness, poverty, and the colonial context of homelessness in Yukon, and related issues.
- Strong understanding of community agencies, resources, and the cross section of service providers in Yukon;
- Ability to communicate positively with businesses, landlords, and stakeholders, navigating difficult or tense conversations with or on behalf of clients;
- Knowledge of SAHS vision, Built for Zero Canada, the Canadian Alliance to End Homelessness' allied networks, Reaching Home: Canada's Homelessness Strategy, and related plans/initiatives.
- Standard First Aid Certification or willing to obtain.

Skills And Abilities:

- Ability to problem-solve using creativity and make financial decisions an asset.
- Computer skills with proficiency in Microsoft Suite and Excel.
- Experience using the Homeless Individuals and Families Information System an asset.
- Knowledge of housing continuum in Whitehorse and the Yukon and related legislation an asset.
- Demonstrated ability to work independently and as part of a team.
- Strong written and verbal communication skills.
- Demonstrated ability to work accessibly and effectively with individuals living with multiple barriers to stable housing;
- Ability to apply a high degree of discretion in establishing supportive, trusting relationships with tenants, landlords, and various service providers;
- Excellent conflict management/crisis prevention/mediation training and/or demonstrated skills

Work Environment

The role requires a blend of office work and outreach engagements, including visits to clients' homes, partner organizations, and attendance at relevant community meetings.

Job Type: Full-time

Pay: \$33.00 per hour

Expected hours: 37.5 per week