

Cornerstone Housing for Women

Job Description - Support Worker

Mission Statement

Cornerstone Housing for Women offers emergency shelter and supportive housing for a diversity of women. Our services are offered in an environment which promotes dignity and a sense of hope. We are committed to public education and advocacy and strive to increase safe, affordable housing and to end homelessness.

Service Description

Cornerstone supportive housing communities offer affordable supportive housing for women at risk of homelessness. Residents are provided with permanent housing, basic necessities, and support to work toward their personal goals for sustainable, independent living. The resident-centred approach encourages the strengths and abilities of tenants and assists them to live independently in the community.

Job Summary

The Support Worker provides individualized support to Cornerstone residents. Client needs are assessed, a service plan is developed and the resident is referred to appropriate community resources. The service is flexible and resident-centred to meet the unique situation of each woman. The Support Worker provides assistance in the following life domains: basic needs; activities of daily living including maintenance of personal and communal space; physical and mental health; housing; financial; social; spiritual; legal; educational and vocational. The Support Worker follows the individualized plan as developed by the Case Manager and works with other team members to assist residents to meet their goals.

Reporting Relationship

The Support Worker is an employee of the Anglican Diocese of Ottawa, and reports to the Senior Manager of the Cornerstone residence to which she is assigned.

General Responsibilities

- Works with other Cornerstone staff and volunteers to develop a warm, accepting, non-judgmental and respectful atmosphere in the residence
- Models a creative, problem-solving approach with the ultimate goal of assisting residents
- to sustain housing with Cornerstone and to reach their individual goals

Assessment and Planning

- Takes part in orientation of new residents
- Develops supportive, respectful and collaborative relationship with residents
- Identifies potential risks to maintaining their housing

Resident Support Services

- Actively uses effective listening skills
- Implements early intervention plans
- Proactively prevents and intervenes in crises
- Provides guidance, encouragement and information about community resources

- Coaches and models independent living skills in individual and group activities
- Collaborates with Case Manager to implement individualized resident plans
- Participates in move-in/move-out plans
- Accompanies residents to appointments
- Facilitates resolution of conflict and complaints
- Monitors and assists with residents' medication routines
- Facilitates resident' gatherings
- Ensures cleanliness, health, safety, and good repair of residence and individual tenants' units by carrying out basic household chores, emergency health and safety procedures and regular manual tasks as necessary
- Assists residents to create a natural support network of friends, family and significant others
- Advocates for and assists residents to access community services
- Other related duties as required

Community Relations

- Collaborates with community services to support resident plans
- Assists in the orientation and guidance of students and volunteers
- Carries out a collaborative and welcoming relationship with agency partners, volunteers, donors and the community at large
- Liaises with police, ambulance, fire and emergency services when necessary
- Facilitates and participates in development of activities for all Cornerstone residents

Administration

- Maintains up-to-date resident files
- Books shifts as required
- Completes any reports/documentation required by Cornerstone policies and procedures
- Carries out approved fire and health and safety plans
- Participates in staff meetings and training sessions as required

Qualifications

- College or University education in a social services field or equivalent
- Minimum one year related employment experience
- Demonstrated experience with socially disadvantaged women
- Bilingualism (French and English) preferred
- Satisfactory Police Records Check upon hire & each 5 yrs. thereafter

Skills

- Proven sensitivity to and understanding of the needs of women experiencing homelessness, poverty, trauma, abuse, mental illness, addictions, discrimination, new arrival, and other personal and systemic challenges to independent living
- Ability to work with women of diverse cultural and religious backgrounds
- Ability to meet the physical and psychological demands of the position
- Good knowledge of community resources
- Ability to work independently and within a team
- Effective communication, interpersonal and public relations skills
- Strong organizational skills
- Excellent listening skills
- Proven conflict resolution and crisis intervention abilities

- Demonstrated good judgment and problem solving ability
- Group program planning and implementation skills
- Basic computer skills: word processing, database