



Job Description

Housing Support Services Coordinator

Organization Overview

The Society of Saint Vincent de Paul of Vancouver Island (“the Society”) has been supporting people in need on Vancouver Island since 1916. Focused on impacting the lives of people affected by poverty, the Society offers emergency relief services while maintaining a focus and commitment to addressing the root causes that contribute to poverty in our communities. Through a variety of programs, the Society provides support through affordable housing, a food pantry, home visit program, community inclusion program for persons with developmental disabilities and thrift stores providing clothing and household items to those in need, to name a few.

The Society of Saint Vincent de Paul of Vancouver Island (SSVP) Housing Support Services provides affordable housing for people who have low-to-moderate incomes, single mothers with young children and at-risk women. SSVP is funded to support a 43-unit housing development serving single residents in the downtown core located within the SSVP Yates Street building.

Position Overview

Reporting to the Housing Support Services Program Manager, the Housing Support Services Coordinator works as part of a team to provide support and services to residents of a 45-unit housing development. This position works closely with fifteen Island Health placed residents to support them in maintaining housing, and support systems through community referrals and setting a long-term plan for successful transition to permanent housing. The Support Services Coordinator is responsible for ensuring all programs and services within the Housing Support Programs are delivered with excellence and works collaboratively with both internal and external stakeholders to achieve measurable results toward the Society’s strategic plan, mission statement and values.

PRIMARY RESPONSIBILITIES

The Housing Support Services Coordinator works with tenants by:

- Participating in personal program plans and the overall assessment of services best suited to the individual tenant’s needs

- Creating and facilitating interesting and engaging programming for the tenants on a consistent basis
- Providing trauma informed support for tenants to improve their day-to-day life skills and communication
- Participating in risk assessments, safety planning and documentation
- Informing the Property Manager and Housing Manager of move ins and move outs
- Coordinating case plans and support teams as necessary
- Creating adequate support systems and providing life skill training either on a one-on-one basis or in a group environment
- Modeling healthy boundaries in a residential setting
- Maintaining positive working relationships with residents/tenants
- Understanding and complying with the Residential Tenancy Act and other related agreements and addendums
- Utilizing a strong knowledge of local support and services
- Supporting tenants with setting goals, connecting them to internal and external resources and engaging in a meaningful community
- Assisting in building partnerships with other service providers to ensure ease of access for the tenant community
- Enabling the co-creation of the community model for the SSVP Centre supporting tenants as a team. This includes listening to the tenants' opinions, assisting with coordinating community meetings, and helping to establish the desired support for the tenants
- Maintaining a welcoming community space with regular drop-in hours for sharing resources, problem solving, utilizing technology, and addressing barriers, including initial crisis support and/or crisis intervention to tenants

Additional Responsibilities:

- Working collaboratively with property management to ensure a well-rounded resident experience including finding creative solutions to challenging resident situations
- Working with the Program Manager to ensure proper documentation and reporting to stakeholders (BCH, Island Health etc.) and establishing annual measurable outcomes and progress
- Assisting with the organizing and running of community events for residents (may require afterhours commitment)
- Working collaboratively with colleagues to ensure efficiency, teamwork, and consistency throughout the Housing Support Services team.
- Offering support to other SSVP programs, as required
- Maintaining confidentiality in accordance with Society policy
- Ensuring programs comply with requirements of funding agreements
- Working collaboratively with property management to ensure roles and process' are clear
- Supporting tenants with request forms and concerns and finding creative solutions to challenging tenant situations

- Creating and maintaining partnerships with other service providers to ensure up to date resources and ease of access for all residents and the tenants in Society buildings
- Liaising with other Society divisions and community groups involved with the tenants and residents and providing support where necessary

EDUCATION & EXPERIENCE

- A degree or diploma in Social Work, Human Services, or related field (completed or in progress)
- A minimum of 2 years of experience working with vulnerable populations
- Previous experience working within a housing environment an asset
- Criminal record check including the vulnerable sector is required
- Successful completion of a criminal record check required

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong knowledge of local community resources and programs
- Crisis intervention skills with well-developed problem-solving abilities
- Ability to read, discern and understand the Residential Tenancy Act
- Strong oral and written communication skills
- Team player who can work effectively as part of a multi-disciplinary team
- Self-motivated and able to work with minimal supervision
- Ability to work well under pressure and with competing priorities

Working Conditions

- Part-time, contract position from September 2023 – May 2024
- Monday and Tuesdays from 8:30am – 4:30pm with occasional requirements for flexible hours into the evening
- Office in an apartment building setting