

We're Hiring!



RENT SUPPORT WORKER

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|---------------------|----------------------|--------------|-------------------|
| Posting Requisition | 22423 | Program | Outreach Services |
| Job Type | Permanent, Full-time | Location | Surrey, BC |
| Hours of work | 35 hours per week | Closing Date | Open until filled |

Salary Range - \$29.16 hourly (subject to our funding model)

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

The Rent Support Worker plays a crucial role in enhancing system navigation for individuals experiencing Homelessness or At Risk of Homelessness. This position is responsible for addressing the complex and intersecting realities of individuals who must access multiple systems to have their basic needs met.

In conjunction with the Canada BC Housing Benefit (CBCHB) program, this Rent Support Worker will support clients living in private market rental units to receive social services as they transition into stable housing and beyond. The role encompasses a wide range of responsibilities, including providing Indigenous cultural supports, housing assistance, social, emotional, and community support, personal living support, and food security support.

ACCOUNTABILITIES

- Conduct comprehensive case management of clients' housing needs, challenges, and aspirations.
- Collaborate with clients to develop personalized support plans that address their specific needs and goals.
- Identify and assess any cultural and trauma-informed requirements for clients, particularly Indigenous clients, and incorporate these into support plans.
- Assist clients in finding suitable housing options and navigate the housing application process.
- Collaborate with landlords, property managers, and housing agencies to secure stable and affordable housing for clients.
- Provide guidance on budgeting, rent payment, and tenancy responsibilities to ensure housing stability.
- Establish and maintain relationships with community organizations, agencies, and service providers to access additional support for clients.
- Foster a sense of community and belonging for clients by organizing cultural and social activities.
- Offer emotional support to clients and assist them in addressing social and emotional challenges.
- Collaborate with food banks, community kitchens, and local organizations to ensure clients have access to nutritious food.
- Maintain accurate and up-to-date client records, progress notes, and case management documentation.
- Generate regular reports on client outcomes, challenges, and program effectiveness for internal and external stakeholders.
- Collaborate with BC Housing and other relevant agencies to ensure a seamless transition for clients into stable housing.
- Advocate for clients within various systems to address their unique needs and challenges.

We are an equal opportunity employer committed to hiring a diverse workforce

Posted: 23-Nov-15

We're Hiring!



- Participate in community initiatives and networks focused on homelessness and housing support.
- Stay informed about best practices, trends, and developments in the field of homelessness support.
- Performs other duties, as needed.

QUALIFICATIONS

Education, Training, and Experience:

- Bachelors degree in social services or a related field, or a combination of education and experience.
- First Aid Certificate is required.
- Experience working with people with complex needs such as mental illness and addictions is considered an asset.

Skills and Abilities:

- Knowledge of housing systems, social services, and community resources.
- Excellent communication and interpersonal skills, with a compassionate and non-judgmental approach to working with individuals in crisis.
- Cultural competency, particularly in understanding and respecting Indigenous cultural practices and traditions.
- Strong advocacy skills and the ability to navigate complex systems to obtain services for clients.
- Highly organized, with the ability to manage caseloads and maintain detailed client records.
- A commitment to social justice and a passion for working with vulnerable populations.
- Ability to work independently and as part of a team.
- Familiarity with local housing programs and support services is a plus.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants with lived experience are strongly encouraged to apply.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

PLEASE APPLY TO: Marisca Johnson, Assistant Program Manager,
Options Community Services Society

Email: marisca.yackimec@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22423] and outlining your qualifications and related experience for the position.