

Job Title:	<i>Support Worker</i>
Reports To:	<i>Program Manager</i>

Job Purpose

McCauley Apartments provides accommodations with minimal assistance to tenants. McCauley Apartments houses low income individuals and individuals afflicted by mental health concerns at a subsidized cost. It strives to develop an interdependent housing model.

The support worker works with the Program Manager to ensure the efficient and appropriate operation of the entire program; this position is a key contact for the community to the program.

Duties and Responsibilities

Office support

- Respond to telephone inquiries re: Housing, tenant and community activities.
- Distribute notices to tenants and works with capital Regional Housing Corporation on duties of a landlord.
- Adhere to Human Resources and Program Policies and Procedures in delivering services.
- Other duties may be assigned as needed.

Tenant liaison

- Provide appropriate information and referrals for tenants re: health, income, security, safety or other issues.
- Support tenants in conflict resolution where necessary.
- Host special parties and tenant meetings, Christmas, Halloween ect.
- Assist with emergencies and/or provides small maintenance support to tenants when possible.
- Other duties may be assigned as needed.

Community Liaison

- Assists program manager with community projects that are running.
- Works with program manager and community for new projects.
- Other duties may be assigned as needed.

Qualifications

Preferred:

- Strong interpersonal, communication, teamwork.
- Non-judgmental and empathetic attitude.
- Current security clearance and child and youth intervention module check.
- Valid driver's licenses, proof of 1 million PLDP insurance.
- Current first aid and CPR certification.
- Suicide intervention certification.
- Aptitude and Skill in computer operations.
- Broad Knowledge base on the issues of homelessness, prostitution, addiction, abuse, aboriginal and other cultures and inner city communities.

Working Conditions

This position is a part time position based on a 20 hour work week. Flexibility is required in scheduling as some shifts may take place in the evening or on the weekend. Ability to work well independently is necessary in this position.

Physical Requirements

Light to moderate physical duties are required. Including some housekeeping duties in the office, as well as lifting up to 25 lbs.

Direct Reports

N/A

Salary Scale

CW 1 plus benefits

Approved By:	<i>M. Luiza Coelbo, Human Resources and Sundari Devam, Director of Housing and Mental Health Services</i>
Date Approved:	<i>November 2009</i>
Reviewed:	