



<b>Job Title:</b>	Home Support Worker
<b>Reports To:</b>	Site Manager

The Greater Victoria Coalition to End Homelessness (the Coalition) is a non-profit society committed to ending homelessness in Greater Victoria. The Coalition was formed in 2008 and consists of more than 30 stakeholder organizations, including all levels of government.

The Coalition is a backbone organization dedicated to coordinating a system-wide response to homelessness. The Coalition establishes the vision and strategy, supports coordinated activities, establishes shared measurement indicators, builds public will, advances policy, educates community, and mobilizes funding. These activities support a region-wide, coordinated response to homelessness and ensure this collective effort maintains momentum and results.

#### Job Purpose

Reporting to the Site Manager, the role of the Home Support worker has been developed to support individuals moving into temporary accommodation at the Travelodge Hotel as a response to COVID-19. The primary focus of this role is to assist tenants who have issues around hoarding and managing room cleanliness; as well as assisting tenants in life skills and other life enriching activities as indicated on their individual support plan.

Further responsibilities will include working as part of a team with a focus on; health and safety, emotional support and liaising with onsite community supports. Key skills will include problem solving, ongoing assessment, managing multiple competing priorities and leadership during this community health crisis.

Home Support participates directly in the provision of services, resolves difficult or sensitive issues or problems, and maintains a welcoming environment for a diverse homeless population. Including, people with a myriad of barriers to housing stability such as; mental and physical health challenges, people who use substances, women, youth and aboriginal peoples. Modelling and encouraging social distancing and other health and safety practices that minimize virus transmission within the site will be a key aspect of this role.

#### Duties and Responsibilities

Under the direction of the Site Manager:

- Assist tenants experiencing hoarding behaviors;

- Provide life skills support such as housekeeping, personal care and personal self-management skills;
- Responsible for assisting tenants with activities of daily living;
- Create a safe, welcoming and calming environment for the individuals entering and living within the site. Stay observant of the environment and provide calming intervention as required to ensure the safety of everyone and policies are being respected;
- Provide first response to crisis intervention as required and personal safety allows. Communicate with team members, Site Managers and Team Leads. Call for assistance when appropriate;
- Provide community members with information about onsite resources and health and safety protocols to minimize virus transmission;
- Maintains knowledge of laws and legislation; Mental Health, Physical Health, Ministry of Employment and Income Assistance, City bylaws, Human Rights and health orders during the COVID 19 Pandemic;
- Identify individual risks within the site and work with them and other service providers, as consent allows, to help mitigate these risks-ie recommend relocation for individuals with high vulnerability to COVID 19 virus based on identified risk factors, barriers that make site living challenging for the individual etc.,
- Report all incidents, observations, and unsafe conditions through the proper channels;
- Assists in the planning, organizing, controlling and directing the provision of outreach services;
- Ensures program delivery is consistent with the Coalition mission;
- Monitors the services provided by volunteers to community members, for consistency, quality of guidance, suitability of activities, caring, etc.;
- Discusses problem situations and remedies with lead workers and other outreach workers and participates directly in the provision for services to resolve difficult or sensitive issues or problems;
- Is aware of critical incident report procedures and follows all health and safety policies and procedures;
- Suggests referrals to other agencies and on site supports who may be better suited to serve specific individual needs;
- Acts as advocate on behalf of community members and support their self -advocacy, working for rightful justice and fair treatment, taking appropriate action with them against systems and/or people who oppress them;
- Maintains open lines of communication between various community supports within the site;
- Keep facility in a clean and tidy state at all times;
- Connect community members to site and community resources;
- Participates in ongoing education, including workshops and seminars to protect yourself and others during the pandemic, , First Aid, NVCI, Mental Illnesses and substance use, AIDS, Harm reduction, overdose response, treatment supports etc.;
- Performs other related duties as required;

#### Qualifications

Education and Experience:

- Post secondary education in a related field preferred, i.e. human services, counseling, health or education and related experience.
- Experience working with the homeless is preferred.
- Experience supporting individuals with hoarding tendencies.
- Experience working with First Nations, Metis or Inuit is preferred.

#### Skills and Abilities:

- Knowledge of: current pandemic response, social issues related to homelessness, mental illness and substances use is essential
- Knowledgeable of community resources
- Good interpersonal skills. Must display tact and diplomacy
- Ability to interact with people of all ages and cultural backgrounds
- Ability to problem solve and deal with conflict effectively
- Excellent written and oral communication skills to deal with a broad range of professionals
- Demonstrated ability to apply safe work procedures
- Non-Violent Crisis Intervention training and First Aid Certification
- Flexible and tolerant attitude to diverse cultures
- Ability to work independently
- Knowledge of PPE and emergency preparedness an asset
- Ability to communicate effectively with clients and co-workers both verbally and in writing
- Effective personal boundary setting skills with both clients and co-workers
- Multi-tasking skills

#### Working Conditions

- The sites will be staffed 24/7, evening and weekend work will be required.

#### Risk Assessment

The Coalition acknowledges its responsibility to safeguard the rights and safety of those it serves and those it employs.

**This role has potential health risk due to the employees' risk of exposure to the COVID-19 virus during interactions with others if an outbreak should occur at the site, you are considered an essential service and this risk is assessed as high (during a potential outbreak).** As such you are encouraged to monitor and work in such a way that you mitigate your exposure to health risk at all times. The Coalition will support you through training, protective equipment (PPE), hand washing and sanitizing supplies and access to information and resources to the best practice as provided to us by Vancouver Island Health Authority, the Province of BC and the Government of Canada, in order to help you to minimize the risk to your health.

Staff will also be supported and expected to remain home and self isolate, undergo virus testing as directed by the health authority, if they have been exposed to COVID-19 or show signs of COVID-19 symptoms including: a fever higher than 38 degrees Celsius, cough, sore throat, difficulty breathing. It is expected that staff will self- monitor to ensure that they avoid situation that place them at a high health and safety risk and will not be penalized for doing so.

The vulnerable nature of the people we serve dictates that we are at the highest level of Risk Assessment. All employees must submit to a criminal record check on hire, and on an ongoing basis, in order to be hired by, or to continue to work for, the Coalition.

Approved By (Supervisor):  _____	Date Approved:  _____
Agreed by (employee):  _____	Date Approved:  _____