

Support Worker (Newbridge)

Full-Time (40 hours per week) – Monday to Friday 1:00pm – 9:00pm

Accessible Housing opens doors for people with limited mobility to enhance dignity through accessible homes that are appropriate and affordable. By providing a continuum of housing and supports, we work to ensure that everyone has a home and belongs in community.

Program Description:

Newbridge is a Permanent Supportive Housing program that is founded on the principles of Housing First and Harm Reduction. Eligible tenants must be above the age of 18, be experiencing chronic or episodic homelessness, and currently experience a form of mobility impairment. Newbridge is a congregate-style residence providing housing for 10 males with communal kitchens, bathrooms, and living spaces. Emphasis is placed on community building and healthy living.

Job Description:

The Support Worker provides support to the ten (10) residents of Newbridge during the hours of 1:00 pm to 9:00 pm, Monday to Friday. This position involves building community with the tenants, providing assistance with daily living activities as needed, driving residents when needed, resolving conflicts within the household, and empowering tenants to maximize their independence and interdependence within the community. This position will involve facilitating workshops, program activities, and community building events to promote healthy and thriving lifestyles.

Responsibilities:

Principles and Values:

- Promote agency values: integrity, community, compassion and empowerment.
- Ensure that the program follows a client centered and strength based approach
- Work from a housing first & harm reduction model
- Promote teamwork by creating a supportive, collaborative and open work environment
- Demonstrate knowledge of agency philosophy, work in an ethical manner, and represent agency in a positive manner

Relationship Development and Community Building:

- Develop strong relationships with residents while working towards maximizing client independence
- Identify client strengths and abilities to be fostered within and outside of the community
- Participate and facilitate in community building activities to promote healthy relationships, foster creativity and create belonging

Daily Living & Basic Needs Support:

- Support tenant goals and service plan as determined by their work with the Case Manager
- Provide basic life skills guidance and assist with daily living activities as needed, ie. Doing laundry, sweeping/mopping floors, assisting with cooking, grocery shopping, and conflict resolution.
- Address behavioral issues and conflicts as the need arises
- Monitor safety and security in the building
- Assist residents with meal preparation and household maintenance when required
- Perform basic housekeeping when necessary (ie. Mopping floors, garbage removal and cleaning/sanitizing common areas)
- Drive clients when required.
- Required to be on-call every third week or more often depending on organizational needs.

Reporting:

- Communicate observed progress and/or difficulties residents are experiencing through shift reports
- Maintenance of client files in accordance with accreditation standards

Program & Team Development:

- Collaborate with the Newbridge Team on how to effectively support client goals
- Contribute to the health and unity of the Newbridge team
- Share client success with team members and agency when appropriate

Qualifications and Experience:

- 2-3 years working directly with individuals experiencing homelessness.
- Experience working with individuals with physical disabilities is an asset.
- Solid understanding of the principles of Housing First and Harm Reduction
- Post-secondary education in the Human Services field is an asset.
- Experience working in a residential setting is an asset.
- Strong interpersonal skills
- Excellent organizational, problem solving and communication skills are critical.
- Demonstrated ability to deal effectively with multiple priorities in a fast paced work environment.
- High standards of professional integrity and proficiency
- Ability to demonstrate tact and discretion in preparing, disclosing and handling information of a confidential and/or sensitive nature.
- Excellent computer skills; proficient with word processing, spreadsheets, and other computer software including Microsoft Office.
- Valid Driver's License (Class 5) and access to a reliable vehicle.
- Satisfactory Criminal Record Check (CPIC)

Core competencies:

- Self-Motivated: Motivated by oneself or one's own desires, without any external direction. Able to work in an environment where they receive little direct supervision.
- Accountability: Accepts responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient manner.
- Communication: Comfortable using a broad range of communication styles and chooses appropriate, effective ways to communicate with different audiences in diverse situations.
- Critical Thinking: Ability to break a situation down into smaller pieces to identify its key or underlying issues.
- Building Effective Relationships: Builds strong relationships with clients, focusing on understanding the needs of the client and getting the best possible results.
- Client-Centered Care: Provides care that is respectful of and responsive to individual client preferences, needs, and values, and ensuring that client values guide all decisions.

Working Conditions:

- The Day Support Worker duties are performed within the residence and out in the community.
- The Support Worker is required to be on-call
- The Support Worker is required to transport residents to appointments and community activities as required.



- The Support Worker will be working with some challenging residents in the facility, as well as taking them out into the community. Organizational safety procedures for staff and residents must be upheld.
- The Support Worker will assist residents with daily living activities, ie. Doing laundry, sweeping/mopping floors, assisting with cooking, grocery shopping, and conflict resolution.
- The Support Worker will be required to work alone.
- Other duties as required.

Application Information:

Accessible Housing operates as an open, dynamic, highly functioning team which values compassion, community, integrity and empowerment. If you are looking for a rewarding career with an established and caring culture, please submit your resume along with a cover letter indicating your desired salary range to: resume@accessiblehousing.ca

Only those selected for an interview will be contacted.

Closing Date for Applications: Until suitable candidate is found.

Accessible Housing employees enjoy competitive compensation, extended health and dental benefits, a matching RRSP after one year of service, an accelerated schedule for earning additional vacation days, your birthday off, and a flexible work environment.