



JOB DESCRIPTION

JOB TITLE:	Housing Support Worker
EMPLOYMENT TYPE:	Full Time, Permanent
HOURS PER WEEK:	30 hours, days, evenings and weekends as required
REPORTS TO:	Riverwood House Director or designate

JOB OVERVIEW:

The Riverwood House Housing Support Worker ensures that the culture and values of Riverwood Church Community and Riverwood House are carried forward into our Transitional Supportive Recovery Housing environment and programming. A vital role of the Housing Support Worker is to integrate participants into the Riverwood House Community. Secondly, the Housing Support workers' role supports participants as they prepare to eventually transition to healthy independent community life. The Housing Support Worker collaborates with the Riverwood House Social Services Team in carrying out participant support and recovery goals with a strong emphasis on the development of life skills and activities of daily living. The Housing Support Worker may be required to engage in crisis intervention. Overall, the Housing Support Worker provides a positive staff presence and responds to any situations that may arise.

RESPONSIBILITIES:

- Contributes to the creation and maintenance of a supportive, nurturing, safe and sober living environment for all participants.
- Collaborates with the Riverwood House Social Services Team to conduct assessments, set direction and priorities and to process any current participant needs.
- Ensures food security is in place for new participants.
- Assists in developing healthy individual meal plans for participants.
- Works with participants either individually or in small groups to develop life skills (e.g. food preparation, handling and storage, cooking classes, appliance instruction, cleaning, planning etc.).
- Provides orientation and training to cleaning and laundry protocols.
- In collaboration with the Navigator Team, schedules and conducts periodic suite inspections.
- Provides orientation and training to community chores. Develops monthly chore list in collaboration with the Riverwood House Navigator Team.
- Prepares suites for the arrival of new participants.
- Ensures that Riverwood House pest control protocols are maintained, including heat treating participant personal belongings.
- Responds to and triages incidents that occur during their shift, contacting the on-call person.
- Supports and facilitates action points from participants' individual My Recovery Plans.
- Facilitates volunteer opportunities for participants.
- Works cooperatively with staff from other agencies / organizations as needed.
- Performs light administrative work as needed (e.g. calendar updates, inventories, information postings etc.).

KEY COLLABORATORS:

- Riverwood House Social Services Team (Director, Navigators, Administrative Coordinator, Recovery Support Worker)
- Other external agencies in Riverwood House's partner network

QUALIFICATIONS:

- Completion of a relevant post-secondary diploma. Other relevant educational qualifications and experience may be considered.
- Current Non-Violent Crisis Intervention (NVC) or ability to obtain upon hiring.
- Current Applied Suicide Intervention Skills Training (ASIST) or ability to obtain upon hiring.
- Sound judgement and ability to assess difficult scenarios in the moment.
- Demonstrated ability to work in a culturally informed manner.
- Demonstrated excellence in communication, interpersonal and organizational skills.
- If in recovery, must have maintained a minimum continuous sobriety of two years and participate in an active recovery program.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent crisis intervention and conflict mediation skills, with ability to remain calm in crisis.
- Excellent time management, organizational, and decision-making skills.
- Excellent communication and interpersonal skills.
- Ability to work independently with limited supervision.
- Personal qualities of empathy, understanding, patience, and flexibility.
- Excellent rapport-building skills.
- Ability to facilitate group and individual learning.
- Ability to maintain a positive attitude.

OTHER:

Riverwood House is a program of Riverwood Church Community. As such, employees should be supportive of Riverwood's Statement of Faith, Mission, Vision, and Values.

STARTING WAGE: \$18.00- \$22.00 per hour depending on qualifications

TO APPLY: Resume and cover letter may be sent via email to humanresources@riverwood.cc

CLOSING DATE: When position filled.

Connection Hope Identity Meaning Empowerment

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this position. They are not to be construed as a complete list of all responsibilities, duties and skills required of the individual. All hired staff may be required to perform duties outside of their normal responsibilities from time to time, as needed.