



## Job Description

# Housing Support Facilitator

## Residential Services / Chilliwack Housing Hub

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Recipient of the  
2017 Surrey Board  
of Trade Surrey  
Business  
Excellence Award

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### Position Summary:

The P/T (30 hours per week) housing support facilitator is a member of the Chilliwack Housing Hub team and is responsible for providing one to one support to participants placed in direct-rent or supportive-housing tenancies. The Housing Hub team works with landlords and property owners to provide individuals who may have difficulty securing housing access to safe, affordable, and secure housing.

The housing support facilitator understands the housing situation in Chilliwack and the specific service providers involved in providing housing support to individuals at risk. The housing support worker has expertise in community outreach and life-skills training and works flexible working hours to accommodate participants' schedules.

### Key Areas of Accountability:

#### 1) Strategic Vision:

Participate in the implementation of the Strategic Vision.

#### 2) Operational Leadership:

##### a) Maintain a Safe and Supportive Environment and Provide a High Standard of Basic Care:

- Perform assessment of the participants' current housing-related life skills, which include how to look for, choose, and secure adequate housing.
- Develop individual plans in collaboration with participants and Housing Hub team to meet individualized needs and goals. Assist in the ongoing evaluation of these individual care plans.
- Involve participants in enhancing and developing various life skills, such as meal preparation, cooking, budgeting, shopping (food, clothes, etc.), gardening, hygiene, etc.
- Provide one-on-one support on an as-needed basis.
- Apply a range of behaviour management strategies, consistent with logical consequences, standard practices, and agency policy.
- As part of the team, take responsibility for monitoring the health and well-being of participants and recommend appointments with relevant professionals, as needed.
- Maintain communication through prescribed documentation and verbal reports.
- Assist in discharge planning and assist participants in making effective transitions to the next resources.



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**b) Assist in Regular Household Duties:**

- Assist in the organization and the completion of household tasks (i.e. meal planning, food purchasing and preparation, house cleaning, maintenance, etc.).
- Assist in preparing a unit for new admissions.
- Encourage and supervise the participation of participants in unit/grounds maintenance, in line with abilities, through promoting a sense of pride and spirit among residents.
- Assist in the completion of home visits and make recommendations to the Housing Hub for repairs and improvements.

**c) Fulfills Administrative and Written Requirements**

- Maintains participant files in accordance with service standards.
- Attends and participates in staff meetings, planning meetings, committee meetings, and agency staff meetings.
- Timely completion of administrative reports (i.e. time sheets, payment requisition, mileage report, etc) files and records regarding client goals and outcomes in accordance with CARF guidelines.

**d) Maintains Health and Safety**

- Handles emergency situations safely and in accordance with agency policy.
- Maintains good safety practices and a preventative approach.
- Understands the stresses of the job and takes steps to maintain wellness.

**3) Team Building:**

- Communicate effectively and professionally within the team, including positive and critical feedback.
- Communicate professionally with other service providers, families/friends of the participants, and members of the community.
- Seek to continue professional development.

**4) Stakeholder Relations:**

- Liaises with workers, resources and other relevant professionals and programs to support participants in building their natural support network.

**Education and Work Experience Requirements:**

BSW or B.A. in a related field plus one year of experience; or, a two-year diploma in a relevant field plus two years' experience or the equivalent.

**Basic Requirements:**

- Criminal record check including the vulnerable sector
- Driver's license with business insurance use
- Use of own vehicle required. Paid mileage.
- Driver's Abstract



- Sound judgement and effective interpersonal skills
- Clear and concise communication skills, both verbal and written
- Current standard first aid certificate

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**Desired Requirements:**

- Previous residential experience
- Sexual abuse training
- Substance Use Training
- Learning disabilities training including FASD, ADHD, Early childhood education, special needs
- Knowledge of attachment theory and trauma-informed practice
- Other skills/certification in recreation or arts

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**Direct Report (Supervisor):**

Jutta Wykpis, Manager, Chilliwack Health and Housing Centre

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Staff Signature

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Supervisor Signature

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Manager Signature

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Date