

# JOB POSTING

POSTING #: 2023-05

## HOUSING SUCCESS WORKER - YBH (FULL-TIME. PERMANENT)

### The Opportunity

**Join one of the [Top 100 Charity Organizations](#) today! Since 2010, Charity Intelligence has awarded Eva's with the highest rating available based on financial transparency, accountability to donors and cost-efficiency.**

### **Eva's Turns Youth Homelessness into Home**

Youth experiencing homelessness who are Black, Indigenous, 2SLGBTQ+, racialized, or newcomers are overrepresented in the population of youth experiencing homelessness. In Canada, racism, specifically anti-Black and anti-Indigenous racism, permeates society, creating social and health inequities.

To respond to the needs of homeless youth and decrease social and health inequities experienced by Black, Indigenous and racialized youth, culturally responsive supports, and services must be provided. These supports center the identities and cultures of young people and affirms their holistic identity, taking into consideration the barriers they navigate in their daily lives. This ensures that services respond to the specific needs of youth instead of compounding the barriers they are already facing.

Eva's was founded in 1989 by Eva Smith, a Jamaican immigrant, advocate, and activist. You can learn more about her legacy here: [Home - Eva's Initiatives for Homeless Youth \(wengine.com\)](#)

Eva's provides shelter, transitional housing, and health and well-being programming to help youth experiencing or at risk of homelessness in Toronto. Join our expert staff to help young people reach their potential and lead fulfilling, healthy lives.

At Eva's, we help young people move from crisis to stability with the ultimate goal of moving to independence. We work with each young person to develop an achievable action plan, attain their goals, and build strong community connections.

### **ROLE OVERVIEW**

The Housing Success Worker (HSW) will work within a collaborative team to provide meaningful and relevant services to housing clients who are in the Youth Belong Program The individual will

assist clients to improve skills towards independent living by developing individualized support plans with clients to assist in meeting their needs. The HSW works in partnership with community-based organizations and stakeholders to assist in delivering services needed to clients and provide supports through coaching, mentoring, negotiating, intensive case management and the utilization of conflict resolution skills and mediation skills.

The **YOUth** Belong program is designed to support and center Black youth facing barriers to housing access. **YOUth** Belong provides youth with access to their own housing in a community setting. The program operates in both scattered housing and Eva's managed properties across the city. This program was designed to help address the structural and systemic barriers Black youth experience when attempting to find stable housing in the city of Toronto.

## KEY RESPONSIBILITIES

- Actively work to identify barriers clients face and to support clients to build the skills required to successfully obtain and/or maintain housing.
- Assists clients to access relevant community support, personal development skills including life skills and budgeting.
- Be sensitive to the needs of clients with qualities of patience and diplomacy when dealing with issues such as life skills, mental health, tenancy success out of homelessness, and referrals to other supports as needed (i.e., communicate with Landlord on occasion, about any safety issues that concerns the client).
- Obtain consent for information, and documentation to assess the client needs
- Conduct home visits to ensure the health and safety of tenants.
- Establish collaborative relationship with clients to provide support through coaching, mentoring, negotiating, intensive case management and the utilization of conflict resolution and mediation techniques.
- Use sound judgment and discretion, to ensure clients receive effective service within a complex legislative and policy environment that incorporates the unique circumstances of each client.
- Interpret and apply the *Housing Services Act*, *Residential Tenancies Act*, accompanying regulations and local policies and procedures to ensure successful tenancies.
- Maintain working knowledge of various income security programs such as the Employment Insurance, Ontario Disability Support Program, Ontario Works
- Develop and maintain records, reports and statistics necessary for program functions, evaluations, and funding.
- Promote harm reduction and foster collaborative relationship with Eva's harm reduction strategies.
- Prepare and plan for youth program exist, ensuring a seamless ageing out process. Includes recognizing and averting indicators that may destabilize a client's housing.
- Participate in program meetings, staff education and act as a resource for other staff.
- Other duties as assigned

## Qualifications and Education:

- University degree in the Social Services field, or a 3-year college diploma in the Human Services Foundation and/or Social Service Worker program
- Excellent crisis intervention, conflict mediation and de-escalation skills.
- Three years' experience working in a supportive housing direct delivery service setting with clients experiencing the impacts of poverty, homelessness, violence, trauma, mental health and addictions.
- Excellent verbal communication, written and interpersonal skills to respond to requests by letter, telephone, fax, email and in person adhering to organization standards and in a professional manner.
- Must possess excellent communication and interview skills in dealing with a diverse client group, and excellent verbal, written and interpersonal skills to respond to requests in a professional manner
- Knowledge and ability to integrate anti-oppression, critical disability, LGBTQ2S and trans-positivity, trauma and harm reduction approaches to support mental health and strengths-based principles into practice.
- Proficiency with Windows, and Microsoft Office.
- Ability to work in an open office and shared space environment

## SALARY

The position is unionized and has a salary of \$25.36 per hour, annum with a comprehensive benefits plan.

## APPLY

Submit a cover letter and resume in one PDF document by [January 21, 2022](#), to [hr@evas.ca](mailto:hr@evas.ca). Be sure to indicate [2023-05 Housing Success Worker - YBH](#) in the title. No phone calls, please.

## CONDITIONS OF EMPLOYMENT

The City of Toronto has put in place a mandatory vaccination directive for City-funded shelters, and Eva's is obligated to comply with this legislation as per our funding agreement. In view of this, new Eva's employees are required to be fully vaccinated against COVID-19 as a condition of hire. New Eva's employees will be required to provide proof of full vaccination status to the People and Culture team via an upload in ADP upon been granted access. This information will remain confidential and will not be disclosed to Eva's staff or management. New Eva's employees will be entitled to reasonable accommodation in accordance with human rights legislation.

Please note that as a condition of employment, the successful applicant must complete a Vulnerable Sector Screening Police Reference Check. Eva's would like to thank all applicants for their interest; however, only those selected for an interview will be contacted. In keeping with our ongoing efforts to represent the diversity of our community, we strongly encourage people from diverse groups to apply. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Eva's provides accommodation, accessible formats, and communication supports for the interview upon request.

Eva's is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities, and others who may contribute to the further diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

Eva's has taken active steps to reduce the risk of transmission within our shelters, click here to learn what we are doing: <https://www.evas.ca/blog/covid-19-update/>

## LAND ACKNOWLEDGEMENT

We acknowledge the land we occupy is the traditional territory of many nations including the Mississauga's of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississauga's of the Credit and the Williams Treaty signed with multiple Mississauga's and Chippewa bands.

We also acknowledge all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly forcibly dis-planted Africans, brought here as a result of the Trans-Atlantic Slave Trade and Slavery.

## LOOKING TO LEARN AND GROW WITH US?

Check out all our employment opportunities on our website at <https://www.evas.ca/employment/>

### **Eva's Initiatives for Homeless Youth**

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