



JOB POSTING

POSTING #: 2025-32 FOLLOW-UP SUPPORT WORKER(HOUSING) – FULL TIME

WAGE RATE: \$33.66 PER HOUR, 40 HOURS A WEEK

THE OPPORTUNITY

Join one of the [Top 10 Canadian Youth Impact Charities of 2022](#) today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.

Learn more about Eva's Initiatives and the work that we do.

[About Us - Eva's Initiatives for Homeless Youth \(evas.ca\)](#)

ROLE OVERVIEW

You are highly passionate about supporting the mission of helping homeless and at-risk youth. You can thrive in a fast-paced environment and work both independently and in a team setting. You have the experience with homeless youths, shelters, transitional housing, 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. This is a unionized position and reports to the Team Lead Shelter Services at [Eva's Phoenix](#) Location: 60 Brant St, Toronto ON.

RESPONSIBILITIES

Caseload Management and Service Intensity

- 🏠 Maintain an assigned caseload based on project requirements (high, medium, or low intensity: 1:10, 1:11–20, or 1:20+).
- 🏠 Provide individualized follow-up support to ensure clients maintain stable housing and work toward personal goals.
- 🏠 Track all client contacts, referrals, and outcomes using Apricot in accordance with program standards.
- 🏠 Attend client transfer meetings.
- 🏠 Attend monthly case conferences with program partners.

Homelessness Prevention

Eviction Prevention

- 🏠 Conduct risk assessments to identify clients facing possible eviction.
- 🏠 Provide early intervention supports, including:
 - Advocacy with landlords
 - Support with rental arrears planning
 - Budgeting and financial coaching

- Document and report # of clients provided with eviction prevention services.

Shelter Diversion and Rapid Re-Housing

- Support clients exiting public institutions (e.g., hospitals, shelters, justice system) to transition directly into safe housing.
- Provide crisis intervention and emergency housing placement supports.
- Report outcomes including:
 - # of clients placed into housing after exiting an institution
 - # of clients placed related to an emergency

Housing Access and Placement

- Assist clients in maintaining permanent, safe, and appropriate housing aligned with their needs and identity.
- Build relationships with landlords, housing providers, and community housing programs.
- Support with housing setup, including coordination of furnishings, utilities, and basic needs.
- Track and report:
 - # of clients supported with housing setup

Housing-Focused Client Supports

Case Management and Housing Stabilization

- Develop, implement, and review individualized housing stabilization plans with clients.
- Conduct regular home visits, telephone check-ins, and community meetings.
- Arrange extreme clean services for clients requiring specialized cleaning support.
- Assist clients in obtaining government identification and other essential documents.
- Provide or coordinate delivery of:
 - Basic needs services (food, clothing, hygiene, transportation)
 - Social and community integration activities
 - Referrals to clinical or treatment services
 - Income support applications (OW, ODSP, EI, benefits)
 - Employment supports (job search, training, education referrals)
- Report on:
 - # of clients receiving basic needs support
 - # of clients referred to community integration
 - # of clients referred to clinical/treatment services
 - # of clients supported to secure new income supports
 - # of clients supported to begin employment, job training, or education

Engagement with Priority Populations

- Deliver culturally informed, trauma-aware, anti-oppressive services tailored to:
 - Indigenous peoples
 - Black and African descent communities
 - Refugees and newcomers
 - 2SLGBTQ+ individuals
 - Youth aged 16–24
- Advocate to address systemic barriers including discrimination, colonial constructs, and racism impacting housing outcomes.
- Ensure services are grounded in cultural safety, harm reduction, and client choice.

Documentation, Reporting and Data Integrity

- 🔹 Maintain accurate, timely, and complete client files in Apricot.
- 🔹 Record all outputs and outcomes aligned with the project workplan, including mid-year and year-end target tracking.
- 🔹 Generate reports as required for funders, management, and city reporting cycles.
- 🔹 Develop and deliver workshops, consultations, resources, and research reports to support program goals and client outcomes.
- 🔹 Maintain documentation of member files in accordance with Eva's funder standards.
- 🔹 Adheres to Eva's protocols, association policies, and relevant procedures.
- 🔹 Other duties as assigned.

Community Collaboration and Partnerships

- 🔹 Build strong connections with shelters, community agencies, treatment programs, schools, and employment services.
- 🔹 Attend case conferences and multidisciplinary meetings to coordinate care plans.
- 🔹 Participate in community outreach to enhance client access to resources.
- 🔹 Hosting/Leading Youth programming" - Support with facilitating workshop

Professional Conduct and Continuous Improvement

- 🔹 Uphold agency values and adhere to confidentiality, privacy, and data security standards.
- 🔹 Participate in regular supervision, team meetings, and professional training.
- 🔹 Identify service gaps and contribute to program development and quality improvement initiatives.

QUALIFICATIONS

- 🔹 Diploma or degree in Social Services, Community Work, Psychology, or related field.
- 🔹 2+ years of experience supporting individuals experiencing homelessness or housing instability.
- 🔹 Knowledge of:
 - Housing stabilization and homelessness prevention
 - Trauma-informed practice, harm reduction, anti-oppressive principles
 - Youth development, newcomer support, and cultural safety
 - Integrating critical disability, LGBTQ2S and trans-positivity, recovery approaches in support to mental health and strengths-based principles into practice.
 - Issues that lead young people to become homeless, and an ability to work with youth in a respectful, non-judgmental and consistent manner.
 - Residential Tenancies Act, Landlord and Tenant Board processes and other relevant housing legislation. Experience working with priority populations (Indigenous, 2SLGBTQ+, Black communities, refugees, and youth).
- 🔹 Strong documentation skills and proficiency with electronic case management systems (Apricot preferred).
- 🔹 Ability to work flexible hours, including occasional evenings or weekends.
- 🔹 Ability to communicate and to resolve conflict in a constructive and professional manner.
- 🔹 Experience and sensitivity in dealing with members of different cultural and racial backgrounds, including visible and non-visible dimensions of diversity.

- Well-developed interpersonal and relationship building skills; ability to establish rapport and excellent communication with members, staff and volunteers; excellent written/verbal communication skills.
- Certificate First Aid/CPR, Toronto Shelter Standards (TSS), Food Handlers
- Knowledge of health and safety and child protection laws.
- Valid G driver's license with clean driver's abstract (access to a vehicle would be an asset).
- Experience with Microsoft Suite.
- Training certificate in defusing hostility and/or crisis prevention.

APPLY

Submit a cover letter and resume in one document by **January 07, 2026 by 5:00 PM** to careers@evas.ca
Be sure to indicate **2025 –32- Follow-up Support Worker (Housing)** in the title. No phone calls, please.

CONDITIONS OF EMPLOYMENT

<https://www.evas.ca/conditions-of-employment/>

LAND ACKNOWLEDGEMENT

<https://www.evas.ca/land-acknowledgement/>

LOOKING TO LEARN AND GROW WITH US?

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

Eva's Initiatives for Homeless Youth

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Connect with us @evasinitiatives.