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**Position:** Family Homelessness Diversion Worker - Contract  
**Reporting to:** Manager of Residential Services  
**Posting Date:** January 22, 2018  
**Start Date:** February 12, 2018 or to be negotiated  
**Hours of Work:** 35 hours per week, flexible schedule; evenings/weekends included  
**Salary:** \$22.28 - \$23.31 per hour

**Position Summary:**

Under the direct supervision of the Manager of Residential Services, the Family Homelessness Diversion Worker is responsible for delivering housing support services to families within Northumberland County who are experiencing homelessness or who are at risk of becoming homeless. The Family Homelessness Diversion Worker provides a comprehensive range of services to clients in the shelter, within the community and during the transition period from temporary lodging or shelter, into more permanent housing. The Family Homelessness Diversion Worker demonstrates a commitment to the provision of excellent client services and contributes to a respectful and productive work environment. This is a pilot project with the potential of being extended. The contract will begin mid-to-late February, 2018 dependent upon start date and will end after 18 weeks.

Upon request Cornerstone will provide reasonable accommodation for disabilities to support participation of candidates in all aspects of the recruitment process.

**Qualifications:**

- Comprehensive understanding of issues related to family violence, including a solid knowledge of the links between violence, trauma, addictions and mental health
- Solid understanding of issues related to family violence, supported by a diploma or preferably a degree in the Social Sciences and related work experience
- Proven ability to respond to complex needs of clients in a counselling capacity and comprehensive intervention strategies
- Understanding of the Housing First model and shelter diversion principles
- Ability to implement the SPDAT assessment tool
- Ability to use innovative strategies during the planning process to help motivate clients in realizing their housing goals
- Problem solving skills, assessment skills and strong knowledge of community resources to prevent homelessness or connect the family to permanent housing options
- Solid understanding of Motivational Interviewing counselling principles, CCISC
- Manage aggressive behavior
- Crisis intervention
- Trauma-informed
- Relevant knowledge of local community and social service agencies
- Superior organizational skills
- Excellent written and verbal communication skills
- Excellent interpersonal skills
- Sound knowledge of relevant legislation
- Strong analytical/critical thinking skills and sound judgment
- A clear understanding of group dynamics
- Proven ability to facilitate groups
- Ability to work independently and as part of an interdisciplinary team
- Basic First Aid and CPR certification

The Job Description for this position is available on our website at:  
[www.cornerstonenorthumberland.ca](http://www.cornerstonenorthumberland.ca).

If you are interested in the above contract position, please forward cover letter and resume by 12:00 noon on February 5, 2018 to Christina Colacicco at: [CColacicco@cornerstonenorthumberland.ca](mailto:CColacicco@cornerstonenorthumberland.ca). Only applicants being considered for an interview will be contacted. No follow up telephone calls or emails please.

## ***Job Description***

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### **FAMILY HOMELESSNESS DIVERSION WORKER**

**Reporting To:** Manager of Residential Services

**Location:** 40 Swayne St.  
Cobourg, Ontario

#### **Purpose of the Position**

Under the direct supervision of the Manager of Residential Services, the Family Homelessness Diversion Worker is responsible for delivering housing support services to families within Northumberland County who are experiencing homelessness or who are at risk of becoming homeless. The Family Homelessness Diversion Worker provides a comprehensive range of services to clients in the shelter, within the community and during the transition period from temporary lodging or shelter, into more permanent housing. The Family Homelessness Diversion Worker demonstrates a commitment to the provision of excellent client services and contributes to a respectful and productive work environment.

#### **Summary of Duties and Responsibilities**

##### **1. Client Services**

- Provide professional casework, individual counseling, advocacy and referrals to clients in a confidential manner (with a focus on housing)
- Assess families who are at risk of being homeless or are currently homeless to create a case plan
- Work collaboratively with the family to problem solve the concerns that led to their risk of being homelessness or their current homelessness
- Liaise with financial supports, landlords, and other community agencies to meet the family's needs to prevent homelessness or gain permanent housing
- Assessment of all areas of the family using a Housing First approach to determine which supports are needed to support them in staying housed, or finding housing that is safe, affordable and meets the family's needs and desires
- Assessment of families with the use of the SPDAT assessment tools to create a case plan and begin assessing housing related concerns that can prevent families from remaining housed, or finding housing
- Consultation with the Landlord and Tenant Board and advocacy as needed for families who may have concerns about their rental situation that conflicts with their rights within that legislation
- Provide a comprehensive range of services according to case planning and individual client's needs
- Provide accompaniment to clients to view apartments/houses and to any relevant appointments related to housing plan
- Provide client accompaniment to court, lawyer appointments, CAS meetings, etc.

- Work collaboratively with a multidisciplinary team and community partners in implementing and supporting strategies that will assist clients in maintaining housing in the community
- Provide a comprehensive range of services according to case planning and individual client's needs
- Complete risk assessments and safety planning
- Complete case management, safety assessments and risk management strategies

## 2. Administration

- Collect and maintain accurate service statistics
- Maintain professional and accurate client documentation
- Write letters and reports as required
- Respect the confidentiality of client files, subject to legal and policy parameters
- Attend staff and team meetings
- Contribute to maintaining security, fire and health and safety standards

## 3. Community Relations

- Collaborate with community agencies

## 4. Other

- Perform other duties as assigned
- The nature of the position requires that the employee have a valid driver's license and unlimited access to a vehicle
- Contribute to maintaining the cleanliness of the building and property

### **Effort To Meet These Responsibilities**

- That diplomacy and tactfulness be used at all times
- That schedules/deadlines are met as needed
- That emergency/crisis situations are managed with clear and swift decisions
- Occasional extended hours
- Occasional travel may be required
- The use of office machines/equipment including a variety of computer programs
- Good time management skills
- Ensure that work performance and behaviour is compliant with the Ontario Health and Safety Act
- That all responsibilities be performed in keeping with the philosophical framework set out in the Mission Statement of Cornerstone Family Violence Prevention Centre

### **Working Conditions**

The clients and the nature of Cornerstone programs present exposure to:

- Infectious diseases
- Verbally and physically aggressive/abusive behaviour from clients
- Possible threat from resident partners

The physical nature of Cornerstone provides:

- Busy, sometimes noisy environment
- Shared office space
- Shared program space
- Limited personal space

### **Skills and Knowledge Required**

- Comprehensive understanding of issues related to family violence, including a solid knowledge of the links between violence, trauma, addictions and mental health
- Solid understanding of issues related to family violence, supported by a diploma or preferably a degree in the Social Sciences and related work experience
- Proven ability to respond to complex needs of clients in a counselling capacity and comprehensive intervention strategies
- Understanding of the Housing First model and shelter diversion principles
- Ability to implement the SPDAT assessment tool
- Ability to use innovative strategies during the planning process to help motivate clients in realizing their housing goals
- Problem solving skills, assessment skills and strong knowledge of community resources to prevent homelessness or connect the family to permanent housing options
- Solid understanding of Motivational Interviewing counselling principles, CCISC
- Manage aggressive behavior
- Crisis intervention
- Trauma-informed
- Relevant knowledge of local community and social service agencies
- Superior organizational skills
- Excellent written and verbal communication skills
- Excellent interpersonal skills
- Sound knowledge of relevant legislation
- Strong analytical/critical thinking skills and sound judgment
- A clear understanding of group dynamics
- Proven ability to facilitate groups
- Ability to work independently and as part of an interdisciplinary team
- Basic First Aid and CPR certification