

LUTHERAN COMMUNITY CARE CENTRE
245B Bay Street
THUNDER BAY ON P7B 6P2

Job/Relationship Description

Date: February 8, 2018

Job Class: Social Worker I (Union)

Job Title: Social Worker – Tenant Support
(alternate: Social Service Worker – Tenant Support)

Position Summary:

Through various techniques, the Social Worker enables individuals and families to achieve a sense of emotional and social well-being, to cope with and transition through crises, and enhance their quality of life where possible. Particular focus is on tenants of non-profit social housing providers in Thunder Bay and District that need support to maintain their residency.

Authority:

The Social Worker receives his/her authority from the Executive Director.

The Executive Director shall provide the resources necessary for the responsibilities of the position.

Limitations of Authority:

The Social Worker operates within the terms of:

- the Operating Policies established by the Executive Director
- the Service Agreement and Service Description with the Thunder Bay District Social Services Administration Board
- the Service Objectives for the provision of ODSP Trusteeship Services from the Ministry of Community and Social Services
- limitations of legal and regulatory authorities

Responsibilities:

A. Service Co-ordination

1. Assist individuals/tenants to identify and access resources available to them.
2. Make referrals to other agencies for required services.

3. Maintain co-ordination and communication when several service providers are involved.
4. Assist individuals in monitoring supports to ensure that the supports are meeting their needs.

B. Advocacy

1. Provide personal advocacy services to individuals.
2. Act as a resource and encourage individuals to decide which issues they want to address and how they want to address them.
3. When appropriate, identify systemic issues that impact a group of individuals and lobby for change.

C. Service Delivery and Intervention

1. Assist individuals to complete any relevant and required documentation to access or maintain services.
2. Provide opportunities for social interaction.
3. Accompany individuals to medical or legal appointments and provide interpretation services as necessary.
4. Assist individuals in allocating financial resources to maintain housing and obtain necessary goods and services.
5. Provide guidance to help reduce the risk of homelessness.
6. Provide brief counseling that is focused on addressing issues of concern and that identifies personal strengths and resources available to overcome the concern(s).
7. Explain to individuals the recommended course of intervention, its likely duration and impact, and obtain consent.

D. Skill Development

1. To identify, instruct, or arrange instruction on specific life skills that would enhance the individual's quality of life.
2. To help identify or suggest coping strategies for life situations that are causing stress or impacting the tenancy relationship or other significant relationships.
3. Provide student placement opportunities for individuals from related academic programs.

Expectations:

The expectations of the responsibilities for this position are contained in the Social Worker's personal tactical plan.

The Social Worker is also expected to adhere to the following standards:

- Maintain current and concise records of all interactions with clients.
- Participate in the statistical collection of data or the completion of forms as it pertains to the services being provided.
- Attend regularly scheduled meetings with the assigned supervisor.
- In co-operation with other staff, maintain security of all confidential information – written and verbal.
- Be respectful of and contribute to the promotion of the philosophy, aims and objectives of the Lutheran Community Care Centre to the community at large.
- Model and promulgate the organization's values and the values of affirmation, involvement and servant leadership.
- Co-operate with other service providers in order to enhance service delivery to individuals and families.
- Adhere to the code of ethics and standards of practice of the Ontario College of Social Workers and Social Service Workers.

Accountabilities:

Accountability in this relationship is mutual. The Executive Director is accountable to the Social Worker for providing the authorization, resources, affirmation, involvement and servant leadership required for the successful realization of the responsibilities of the position.

The Social Worker is accountable to the Executive Director for performance with respect to the negotiated expectations and for compliance with the limitations of authority of the position.

The components of this working relationship shall be reviewed annually at the initiation of the Executive Director and shall include a:

- Review of the authorization and resources provided and values expressed to the Social Worker
- Review of the Social Worker's performance toward expectations of the responsibilities of the relationship including the progress towards the Social Worker's personal tactical goals
- Negotiation of tactical goals and other expectations for the next year
- Review of the authorization and resources required for the next year, including plans for professional development

Qualifications:

Graduate or undergraduate Degree in Social Work from a recognized educational institution. A diploma in Social Services may be considered when other qualifications are met. Minimum of three years related experience. Certification as a Registered Social Worker or Social Service Worker with the Ontario College of Social Workers and Social Service Workers is preferred. Must have good oral and written communication skills. Demonstrated aptitude for

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human services delivery and ability to work with individuals from a variety of cultural and demographic situations with sensitivity and respect. Experience in social housing and residential tenancy rules is required. Must have a broad knowledge of services available in the community such as health and long term care, transportation and mobility, income security, addictions, and disability supports. Able to work independently and show professional judgement and mediation skills in all dealings with clients, families, landlords and other service providers.

Conditions of Employment:

Valid driver's license, use of a vehicle and appropriate insurance coverage.
Successful completion of Police Records Check – Vulnerable Sector screening.
Completion of Physical Examination report, Conflict of Interest declaration and Oath of Confidentiality. Available for travel in the District of Thunder Bay.

Remuneration: Hourly rate \$28.64 – \$31.52 depending on qualifications.
Full benefit package including employee assistance plan, pension, extended health, life insurance and long term disability.