

JOB DESCRIPTION

Title: Seniors Housing Navigator

Hours of Work: Monday to Friday 8:30am to 4:30pm, 37.5 hours per week (**2-Year Contract**)

Society Profile: Seniors Services Society is a non-profit agency located in New Westminister, B.C. which provides support services for seniors in New Westminister to live independently, as well as housing information across BC and outreach services for seniors in the Lower Mainland.

Purpose: Within the vision and mission statements of the Society, reporting to the Housing Supervisor, the **Seniors Housing Navigator** will be responsible for triaging all housing related calls, client intake, and referrals to internal and external resources.

Key Work Objectives:

- Triage all incoming calls that are related to housing issues.
- Provide information and referral as needed to callers.
- Make referrals to internal resources including Outreach Services, Temporary Housing Program and Homeless Prevention Program as appropriate.
- Assist homeless clients in accessing emergency shelter and support services.
- Network with service providers and make referrals for the clients as appropriate including the health authority and mental health.
- Represent the agency in the community when requested.
- Work with building managers and landlords to prevent evictions of clients when necessary.
- Maintain accurate and appropriate records as required and prepare reports as requested.
- Other duties as assigned.

Qualifications:

- Post-secondary education in any of the following categories: social work, community social service, mental health and addiction or gerontology. A bachelor's degree is preferred. Or equivalent life and work experience will be taken into consideration
- Minimum two years' experience working with those who are homeless, living with mental health and/or addiction concerns
- Knowledgeable in community resources for seniors
- Understanding of systems that can lead to homelessness and/or poverty
- Non-Violent Crisis Intervention certificate an asset
- First Aid certificate
- Must be willing to provide a criminal record check with the vulnerable sector clearance
- Ability to balance work/life

Other knowledge, skills, and abilities:

The successful applicant will be a self-driven and motivated individual who can work under the minimum supervision. They must be able to build positive relationships with co-workers, volunteers, clients, housing providers, and community stakeholders. Thorough knowledge of government and community resources and programs for seniors and those defined as, 'hard to house' a must. The applicant will be a creative problem solver who can work under stress and remain calm under tight timelines. They will be highly organized individuals who are detail oriented.

Job Details:

- This is a 2-year contracted full-time position
- 37.5 hours per week. Monday to Friday, 8:30am to 4:30pm
- Rate of pay is \$22/hour

Please submit your resume and cover letter via fax or e-mail only, NO PHONE CALLS PLEASE. We thank you for your interest in advance; however, only qualified candidates will be contacted.

Contact:

Grace Ayedzi

Operations Manager

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