

Evening Support Worker The Prelude Permanent | Full-Time



What we do and why we do it:

The Prelude is a housing first program that services formerly homeless individuals ages 24 – 65+. Our philosophy is that everyone is entitled to appropriate housing and the supports they need to sustain that housing. We deliver service within an Intensive Case Management model, through the lens of harm reduction and housing first. Our tenants have polysubstance use with a high focus on alcohol and methamphetamines, and occasionally some are on community treatment orders.

The Evening Support Worker will be responsible for establishing support in a place-based Housing model through The Alex. This will involve providing administrative support to the case management team and engaging current tenants who have had difficulty maintaining housing stability, including; assisting tenants with skill building and activities of daily living, facilitating in-house recreational programming and developing ways to provide encouragement and support for them as they establish permanent housing. This is a full time permanent position.

What you will do:

Tenant Care

- Respond to all tenant crises in a timely manner and address behavioral issues as they arise/provide conflict resolution to tenants
- Monitor for safety issues in the building
- Assist with tenant intakes – create physical/electronic tenant files, scan and file new intake paperwork), assist with purchasing move in/intake supplies as needed
- Oversee that vacant rooms are cleaned and set up for new intakes, as needed
- Provide ongoing support to tenants, including supporting with life skills, activities of daily living, crisis management and de-escalation
- Provide medication prompts to tenants to ensure medication compliance as prescribed
- Be an ongoing advocate for tenants; engage and support tenants
- Adhere to the code of ethics and maintain tenant confidentiality and clear boundaries, both inside and outside of the program
- Support a small caseload, as needed

Tenant Engagement/Recreation

- Champion tenant engagement/recreation in the program
- Provide frequent and varied recreational activities for tenants, minimum 1 per shift
- Drive/support tenants to appointments, as needed
- Organize and update recreation board

Administration

- Write clear, concise, and objective case notes and incident reports
- Adhere to the standards set out in the program's procedure manual
- Order program inventory and suite inventory (including grocery orders, supplies for recreation, etc.) as needed
- Act as a support to case management team, by supporting tenant needs in the building, and assisting with administrative tasks such as inputting CIVI assessments, HMIS assessment, file audits, filing, etc.
- Check Medication Assistance Records (MAR) weekly to ensure medication sheets and medication delivery schedules are updated
- Complete medication inventory after medications are delivered to the program each week (ex. put medications away, record deliveries in MAR binder, create new MAR sheets as needed)
- Update tenant emergency cover sheets to reflect up to date medication lists
- Complete OH&S inspections for program (Monthly Covid inspection/quarterly OH&S inspection)
- Complete various administrative duties as requested

Team

- Participate and engage in team meetings/complete team meeting minutes
- Collaborate with community partners (such as PACT) when required
- Represent the program and the agency in the community in a professional manner
- Work collaboratively with all team members to achieve excellent service and outcomes for tenants
- Ensure daily cleaning and shift duties are completed

What you bring:

- Within one year of completing a Bachelor's degree or diploma in a relevant field is preferred
- Experience working in the homelessness sector, along with strong knowledge of community resources is required. Practicum experience will be considered
- Solid understanding of Housing First and Harm Reduction
- A strong foundation in addictions and mental health, including schizophrenia, personality disorders, PTSD and trauma
- Ability to work independently and with confidence when navigating conflict or working with at risk populations
- Knowledge, skills and abilities to work with complex individuals experiencing addictions, mental health, isolation, homelessness and poverty concerns
- Strong communication skills and ability to adapt communication style to meet the needs of a specific individual
- Creativity and a desire to develop meaningful and fun engagement opportunities for tenants; experience with group facilitation or recreation would be an asset
- Self-motivated and able to work with minimal supervision
- Superior documentation skills are required
- Excellent time management skills
- Comfortable working using harm reduction, strength based, natural and logical consequences, and trauma informed care techniques as well as an understanding of anti-oppressive practice
- Firm boundaries yet able to effectively build relationships with hard to engage tenants
- Assertive, professional and positive, with an ability to effectively represent the organization
- A satisfactory vulnerable sector criminal record clearance is required
- A class 5 non-GDL driver's license, a personal vehicle, a clean drivers abstract, and \$2 million liability insurance are required
- Standard First Aid – Level C CPR & AED are mandatory
- Experience with starting and maintaining opioid replacement therapy (Suboxone and Methadone) would be an asset
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action an asset

Work Environment:

- The Prelude is a 24/7 residential program; the majority of this role is on-site with a limited ability for remote work
- Shift Hours: 2pm-10pm Monday through Friday (statutory holidays off)
- This position requires a combination of sitting, standing and walking, possibly for extended periods of time
- This position involves physical action and requires the ability to climb and carry objects up flights of stairs throughout the shift, and to bend/crouch, reach above shoulder height, kneel, and carry objects (more than 20lbs) throughout the shift. This may include lifting and transferring clients who require assistance moving.
- This position requires near and far vision to complete work activities and verbal interaction with clients, colleagues, and the public on a regular basis

Driving on Behalf of The Alex

This position is required to drive Alex vehicles for work purposes, including transporting clients. Where required, candidates must show proof of a class 5 non-GDL driver's license, a personal vehicle, a clean 5-year drivers abstract, and \$2 million liability insurance to meet our insurance providers requirements.

How to apply:

If you are as passionate as we are about making a difference in people's lives, please visit our career centre: [Jobs at The Alex | The Alex](#)

This posting will remain active until a suitable candidate is found. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

For further information about The Alex and its programs, we encourage you to visit our website at www.thealex.ca