

**WINNIPEG REGIONAL HEALTH AUTHORITY  
JOB DESCRIPTION**

**Date: April 19, 201**  
Revised: October 13, 2022

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**POSITION TITLE:** Housing Coordinator  
(previously CHSS)

**JOB CODE:** 30002087

**DEPARTMENT:** Adult Mental Health Service

**UNION:** MAHCP

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**SUPERVISOR'S TITLE:** Manager, Housing, Access, Transition and Support Services

**SUPERVISORY RESPONSIBILITIES:** Provide day to day direction to Housing Support Workers

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**EDUCATION:**

- BSW, BMR, BScMH, BCR, RN, RPN or other related health and human service education required.

**EXPERIENCE:**

- Minimum of 4 years directly related community experience.
- Knowledgeable and skilled in recovery-oriented practice.
- Expertise in the area of mental health, case management, with comprehensive knowledge & understanding of recovery & psychosocial rehabilitation.
- Experience in a variety of community-based housing models.
- Excellent organizational, communication and interpersonal skills.
- Effective networking and agency relations skills.
- Expertise in clinical assessment, crisis intervention, service coordination, and consultation.
- Knowledge of mental health concerns across the lifespan.

**OTHER SKILLS AND KNOWLEDGE REQUIRED:**

- Excellent organizational, communication and interpersonal skills.
- Ability to work in a community setting as a member of a multidisciplinary team serving diverse populations and presenting issues.
- Demonstrated ability to function creatively and independently.
- Ability to balance work requirements, including consultation with other professionals and service providers as required.
- Expertise in the area of mental health, including co-occurring substance use issues.

- Knowledge of the principles of trauma-informed care, equity, cultural safety and diversity.
- A sound understanding of mental health, population health, health promotion, and primary health care.
- Ability to work in an integrated community team.
- Demonstrated ability to problem-solve complex situations and manage sensitive issues.
- Demonstrated ability to function as a team member; working collaboratively across sectors; as an active participant in multi-disciplinary teams.
- Proficiency in computerized systems including Windows environment, word processing, email, and databases.
- Adheres to all safety and health regulations and safe work practices.
- Comprehensive knowledge and advanced level expertise in assessment of housing and support needs, crisis intervention, service coordination and community consultation.
- Able to use problem resolution skills to assist in sensitive and complex issues related to multiple service involvement.
- Competency in use of computer and current WRHA software.

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

- Subject to criminal record and adult registry checks.
- Requires a valid driver's license and a vehicle.
- May require evening and weekend work.

#### **LICENSES, REGISTRATIONS:**

- Current licensure or registration as per professional designation required.
- Requires a valid driver's license and vehicle.

#### **Overview of Community Mental Health Services:**

"Our Vision is Healthy People, Vibrant Communities, Equitable Care for All". To bring this vision to reality the WRHA Adult Mental Health Program provides an integrated and comprehensive range of mental health services and supports primarily for adult residents of Winnipeg across the healthcare continuum that support and promote recovery. The Program endeavours to ensure access to the right combination of services, treatments and supports across the lifespan, providing seamless transitions from intensive to less intensive services. Through collaboration and partnership across various health, social service and community sectors the program strives to promote mental health and well-being for all, to reduce inequities and the impact of mental health problems and to work towards sustainability of mentally healthy individuals and communities.

#### **POSTION OVERVIEW:**

The Community Mental Health Service in Winnipeg provides services and supports to individuals with severe and persistent mental health issues within a spectrum of service models including the Housing Service. The Housing

Coordinator facilitates individual access to housing options through a referral process initiated by individuals through their case managers utilizing “choose, get, keep” methodology. The Housing Coordinator directs Housing Support Workers (HSW’s) in conducting the referral process, and monitors selected identified residents within the Residential Care Service spectrum. The Housing Coordinator also acts as a liaison between Residential Care Facilities, Residential Care Operators, and the Community Mental Health Program. The Housing Coordinator also carries a small community mental health case load.

## **KEY FUNCTIONS:**

### **Housing Coordinator position summary**

#### **A. Coordination and Facilitation of Housing Referral Process**

1. Link with community resources regarding the availability of rental units, fair market values, rental subsidies, home ownership programs, and tenant, landlord, and homeowner responsibilities. (“choose”)
2. Conduct of assessment related to factors that impact on housing decisions such as personal, social and cultural issues. (“get”)
3. Where necessary, guide HSW’s and case managers to employ, coordinate, link, and broker access to supports and services to increase housing stability and tenure. (“keep”)
4. Advocacy skills to assist tenants to retain, or access housing through skill development. (“keep”)
5. Maintain Housing Resource Manual.

#### **B. Residential Care Service:**

1. Manage access to vacancies within the current spectrum of residential care service.
2. Liaison with the Residential Care Operators related to public relations, complaints management and management of expectations associated with the MB Health Residential Care Subsidy.
3. Directs Housing Support Workers in monitoring residents, who have been pre-selected through screening process.
4. Recruitment of new resources/options in keeping with Best Practice.
5. Linkage with Residential Care Licensing.
  - Participate in RCF training processes.

#### **C. Consultation regarding Individuals with Special Circumstances**

1. In instances where no other resource is available and there is an urgent need, liaise with resources and case managers to access housing services and support advocacy for Individuals and family needs

2. Collaborate with other service providers, to assist with accessing suitable housing.
3. Collaborate with other service providers, and case managers to develop strategies to meet environmental demands and instrumental activities of daily living that include vocational rehabilitation, employment, education, and other age appropriate and normative activities

#### **D. Direction and Support to Housing Support Workers**

1. Directs Housing Support Workers to facilitate problem solving and development of supportive relationships with roommates, other tenants, or neighbours
2. Directs Housing Support Workers to apply group dynamics in congregate living environments or other settings to facilitate and motivate participation in the activities of the home and in the community at large.

#### **E. Case Management - Community Mental Health Services**

Responsible for assessment, planning, intervention and coordination of mental health services and supports provided to individuals with mental health concerns. The position will report to the Team Manager and receive clinical supervision from a Community Mental Health Clinical Specialist. The Community Mental Health Worker provides recovery-oriented case management service to adults with complex and enduring mental illness, including co-occurring substance use concerns. The incumbent will coordinate and deliver a range of services including: specialized mental health treatment, crisis response service, general health, housing, income support, protection and advocacy, individual outreach services, and general engagement and support to family and natural supports.

#### **Other**

1. Documents linkage to services and participates in evaluation of the intake system and assists with implementation of recommendations
2. Follow protocols and practice standards regarding all legal requirements such as PHIA and FIPPA other WRHA policy.
3. Participates in administrative duties as assigned
4. Participates in staff training and development
5. May be required to perform other duties and functions related to this job description not exceeding above stated skills and capabilities