

## JOB POSTING # CUPE 20.22

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**Position:** Intake / Diversion Worker

**Job Code:** 7SHPIW

**Status:** Permanent Full Time

**Employee Group:** CUPE Local 4700

**Salary:** \$24.09 - \$30.14 per hour

**Division:** Health and Social Services

**Department:** Social Services and Housing

**Reports to:** Program Manager, Homeless Prevention

**Location:** This position will be required to work remotely with the occasional office days located at 12 Gilbertson Drive, Simcoe

**Posting Period:** March 7, 2022 – March 21, 2022

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### How to apply:

Follow the link below for the application process (be advised Workable no longer supports Internet Explorer, to access this link you will require Google Chrome or Microsoft Edge):

<https://apply.workable.com/j/19C11E07CD>

- Ensure the file extension for your resume document is .doc, .docx or .pdf
- If you are electing to include a cover letter, the cover letter and resume must be uploaded as 1 file.

### Scope of Position:

- To act as the first point of contact in Coordinated Access for individuals and families who are experiencing homelessness, are at risk of homelessness or who are experiencing a housing crisis. In doing so the Homeless Prevention Intake / Diversion Worker will assess the housing needs of the individual or family and provide customer service, support and administrative support through calls, walk-ins and face-to-face inquiries or meetings with members of the public in the office, in the community, or at an Emergency Housing location.

**Knowledge and Experience:**

- Grade 12 plus an additional program with a 2 year diploma in a related discipline (Social Services Worker, Human Services, Addictions Counselling)
- Additional training and/or certification in mental health, addictions and/or trauma counselling would be considered an asset
- Over two years, up to three years' experience in a Social Services related position with direct experience in crisis intake and support, in-house shelter services, addictions and/or mental health intake and case management.

**Skills and Abilities:**

- Valid Ontario Driver's Licence and access to a reliable vehicle
- Excellent interpersonal skills
- Working knowledge of all community services and supports
- Experience working directly with people who are experiencing homelessness or who are at imminent risk of being homeless
- In depth knowledge and understanding of the risk factors for homelessness and the barriers to achieving housing stability for vulnerable people
- Training and/or experience in motivational interviewing and the use of assessment tools such as the VI-SPDAT and SPDAT Experience using homeless related data bases such as HIFIS
- Experience working with crisis situations and conflict resolution for vulnerable populations with tri-morbidity
- Computer knowledge in corporate standard software (Microsoft Office) and department specific software, including database programs

**Duties and Responsibilities:**

- To provide customer service and respond to inquiries from people who are experiencing homelessness or are at risk of homelessness in a variety of settings
- To assess the housing needs of the individual or family using the appropriate assessment tool (VI-SPDAT or SPDAT)
- To divert people away from homeless services as appropriate by referring to internal and external supports
- To facilitate admission to the emergency housing program as appropriate

- To support the individual or family in connecting to natural supports, internal supports within the Social Services & Housing Department or external supports within the community to divert admission to emergency housing and prevent homelessness
- To facilitate admission to the emergency housing program when diversion from homelessness is not possible.
- To maintain appropriate client records and service delivery data in the relevant departmental software program (e.g. HIFIS)
- Other administrative tasks as assigned and related to the delivery of the Homelessness Prevention Services program

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The Corporation of Norfolk County is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Successful applicants are required to provide the Employer with a current Criminal Record Check, including a Vulnerable Sector where required and verification of education.

Thank you for your interest in this position. Only those to be interviewed will be contacted.