

Housing Support Worker

Locations: Calgary

Position Status: Full Time (37.5 hrs. per week)

THE ORGANIZATION

Métis Capital Housing Corporation (MUHC) was *incorporated in 1982* to provide *affordable, adequate and suitable* housing to low and moderate income Aboriginal families in Alberta. Together with Métis Urban Housing, we currently have 900 units in 14 *urban centres* throughout Alberta. Métis Housing employs over 80 full and part time staff; together we oversee tenant relations and property management needs for thousands of tenants. Unlike any other subsidized property management company in Canada, we cover the entire province of Alberta and are the *largest Section 95 Indigenous housing provider in Canada*. MCHC is an affiliate of the Otipemisiwak Métis Government.

For more information about Métis Capital Housing and it's sister organization Métis Urban Housing, visit our website at www.metishousing.ca

THE OPPORTUNITY

The Housing Support Worker is responsible for the Reaching Home Program clients, maintaining housing stability by providing support for tenants' physical, emotional, inner, cultural, social, intellectual, and vocational well-being.

KEY RESPONSIBILITIES

Housing Program Support

- Maintain strong working relationships with Reaching Home housed individuals, Tenant Relations Liaison, community support organizations, and the Reaching Home team.
- Assist clients with applications, documentation, and work move-in supports.
- Support clients in setting goals and working toward self-sufficiency.
- Connect clients to community resources and provide appropriate referrals.
- Collaborate with team members to address housing concerns.
- Maintain confidentiality, professionalism, and adherence to program policies.

Administrative

- Maintain accurate client files and ensure timely data entry.
- Complete and submit documentation in accordance with procedures.
- Support efficient administrative processes and workflow.

Community Relations

- Liaise with community organizations and stakeholders.
- Represent the organization at community events and initiatives.
- Participate in committees, projects, and outreach activities as needed.

QUALIFICATIONS

Education

- Post-secondary education or a diploma in Social Work or Human Services.
- Minimum of 2-5 years of related experience and/or equivalent combination of education and relevant work experience.
- Valid Alberta Class 5 drivers license and a clean Driver's Abstract.
- First Aid Certification.
- Ability to travel throughout Southern Alberta, as required.

Housing Support Worker

Locations: Calgary

Position Status: Full Time (37.5 hrs. per week)

QUALIFICATIONS (cont.)

Professional designation

- Current membership with the ACSW as a Registered Social Worker (if holding a social work diploma or degree).

Competencies

- **Housing Systems Knowledge:** Demonstrates familiarity with public social housing programs and supports offered by the Métis Nation of Alberta and other community agencies.
- **Cultural Awareness and Sensitivity:** Applies knowledge of Métis culture and history; upholds respectful and culturally responsive practices in all interactions.
- **Trauma-Informed Practice:** Understands and applies trauma-informed care principles when supporting tenants to foster safety, trust, and empowerment.
- **Technological Proficiency:** Skilled in using office technologies including MS Office (Word, Excel, PowerPoint), Outlook, internet applications, and standard office equipment (fax, copier, scanner).
- **Client-Centered Support:** Provides individualized support to clients in developing and implementing action plans to increase their independence and well-being.
- **Autonomy and Initiative:** Self-motivated and able to complete tasks independently with minimal supervision, while contributing effectively to team efforts.
- **Time Management:** Balances competing demands and meets deadlines through effective prioritization and organization of tasks.
- **Program Delivery Understanding:** Knowledge of Reaching Home program principles is an asset and supports effective delivery of housing stability services.
- **Professionalism and Boundaries:** Maintains confidentiality, communicates with integrity, and represents the organization in a manner consistent with its mission and values.

WORKING CONDITIONS

- Works from home and in community; Hours will vary due to client needs; Some overtime may be required.
- The individual in this role frequently encounters pressure when assisting clients and their families who may be encountering difficulties and obstacles.

WHAT WE HAVE TO OFFER YOU

- The opportunity to work with a non-profit Indigenous organization.
- Helping to make a difference in the lives of Métis citizens.
- A benefits plan including: health and dental.
- Generous vacation time.
- Personal time off days.
- Personal development.
- Competitive compensation.

HOW TO APPLY

Applicants should send a resumé and cover letter outlining how they meet the specific requirements of the position by email to: hr@metiscapital.ca or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.