

Reaching Home Outreach Worker—Métis Capital Housing Corporation

Locations: Calgary

Positions : 1

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

THE ORGANIZATION

Métis Capital Housing Corporation (MCHC), an affiliate of the Otipemisiwak Métis Government, was **incorporated in 2009** to provide **affordable, adequate and suitable** housing to moderate-income Indigenous families in Alberta. We currently have 370 units in 5 **urban centres**. MCHC employs over 40 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, together with our sister organization Métis Urban Housing Corporation, we offer housing across the province of Alberta and are the **largest Indigenous housing provider in Alberta**.

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

THE OPPORTUNITY

The Reaching Home Outreach Worker plays a crucial role in providing support and assistance to individuals and families experiencing housing instability. Working within the framework of the Reaching Home program, the Outreach Worker delivers housing programs support, administrative duties, and fosters community relations to ensure effective service delivery and client success.

KEY RESPONSIBILITIES

Client and Housing Programs Support

- Provide Reaching Home applicants with housing, program information and assist with completing application forms and other relevant documents.
- Provide referrals regarding available supports from social service agencies and/or community programs.
- Develop supportive relationships with clients to help them identify their strengths and barriers to stability.
- Assess barriers faced by clients and their families who are facing eviction to determine their needs and develop a workable plan to maintain and secure permanent housing.
- Assist clients in developing a personal budget through budget counselling sessions. Assist clients in establishing payment plans for bills and past debts.
- Assist clients to develop an individualized goal and action plan that promotes transition to self-sufficiency.
- Investigate and respond to concerns brought forward by Landlords about clients.
- Landlord/Client mediation when deemed appropriate.
- Maintain accurate records, monthly outcome reports and files for each client.

Administrative

- Ensure all administrative paperwork is distributed accordingly.
- Follow procedures and systems within company guidelines to ensure orderly, efficient workflow.
- Ensure accuracy and completeness of client files.
- Ensures the PTM database is accurate and complete for client portfolio.
- Ensure all administrative paperwork is accurate, complete, and submitted on a timely basis

Community Relations

- Liaises with community associations, agencies and stakeholders
- Represents the organization at community activities to enhance the organization's community profile
- Participates on committees, task forces and special projects as required

Reaching Home Outreach Worker—Métis Capital Housing Corporation

Locations: Grande Prairie

Positions : 1

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

QUALIFICATIONS

Education

- Diploma of Social Work or Human Services.
- Minimum of 2 - 5 years related experience and/or equivalent combination of education and relevant work experience.
- Must have a valid Alberta Class 5 driver's license.
- Driver's Abstract

Professional designation

- Current membership with the Alberta College of Social Work as a Registered Social Worker when a Social Work diploma, degree is obtained.

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 in an office environment, usually a standard work week, some overtime and travel may be required.

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 and other Indigenous peoples .
- 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.