Ka-Na-Chi-hih Healing Lodge

Housing Support Navigator

SUMMARY:

The Housing Support Navigator will work under the supervision of the Director of Treatment Services and is responsible for the delivery of intervention treatment services and aftercare treatment services to Indigenous youth struggling with addiction and mental health issues. The HSN will assist individuals in securing and sustaining safe housing placements while navigating and coordinating housing resources with a focus on prevention and shelter diversion. The role will work collaboratively with community partners in these efforts and work towards reducing homelessness in Timmins.

DUTIES AND RESPONSIBILITES:

- Provide individuals and families with information regarding available housing options, homelessness prevention services, community resources, and supports that promote housing stability and self-sufficiency.
- Maintain accurate and up-to-date electronic client files, documenting assessments, housing plans, referrals, services provided, follow-up activities, and participant outcomes.
- Promote housing stability and healthy lifestyles through information sharing, community outreach, liaison activities, and promotion of available programs and services.
- Support participants in developing and implementing individualized housing stabilization plans, including identifying potential barriers to maintaining housing and connecting participants with appropriate supports.
- Facilitate and/or participate in group information sessions, workshops, and community presentations for individuals and families, including youth, Elders, and other community members, as appropriate.
- Assess participant needs and assist individuals in overcoming barriers to accessing housing and community resources, including obtaining personal identification, completing applications, accessing income supports, and connecting with essential services.
- Build and maintain strong partnerships with housing providers, community agencies, Indigenous organizations, and other service providers to improve access to housing and coordinated supports.
- Assist participants in identifying suitable housing opportunities, completing housing applications, communicating with landlords and housing providers, and navigating the housing process.

- Provide ongoing follow-up and support to participants to promote housing stability, prevent homelessness, address emerging challenges, and connect individuals with appropriate resources to support long-term independence.
- Prepare required program reports, which may include monthly, quarterly, and annual summaries of outreach activities, housing-related services, referrals, participant needs, and outcomes in accordance with HPP reporting requirements.
- Coordinate services with external stakeholders such as Intake Workers and Case Managers, to facilitate appropriate referrals, advocacy, service coordination, and continued support for participants.
- Collaborate with local housing initiatives, homelessness prevention programs, and community service providers to identify available resources, address service gaps, and support participants in accessing appropriate housing and related services.
- Work collaboratively with participants and service providers to address barriers to housing stability, including financial challenges, access to services, and other circumstances that may place individuals or families at risk of homelessness.
- Support participants in strengthening their ability to navigate housing and community service systems, access available benefits and supports, and develop the skills necessary to maintain stable housing.
- Ensure all services are delivered in a respectful, culturally responsive, participant-centred, and non-judgmental manner, while maintaining confidentiality and professional boundaries.
- Perform other related duties as assigned by the supervisor or designate.
- Complete initial screenings and assessments to identify participants' housing needs, risk factors, available supports, and eligibility for appropriate services.
- Work collaboratively with participants to identify individualized goals and develop practical action plans that support housing stability, independence, and self-sufficiency.
- Assist participants in accessing housing resources, including housing applications, rental opportunities, emergency housing supports, and other available homelessness prevention services, as appropriate.
- Connect individuals and families with community agencies, housing providers, social services, health and mental wellness supports, income assistance programs, and other relevant resources.
- Provide practical assistance and support to help participants navigate service systems, complete applications, gather required documentation, and access available programs and benefits.
- Identify barriers that may contribute to housing instability, including financial challenges, limited access to services, family circumstances, and other social or personal challenges, and assist participants in identifying appropriate supports.
- Build and maintain positive working relationships with community organizations, housing providers, Indigenous organizations, government

services, and other stakeholders to strengthen referral pathways and coordinated service delivery.
- Conduct community outreach, provide information about available homelessness prevention supports, and promote awareness of services available to individuals and families in need.
- Advocate for participants, where appropriate, to help address service barriers and improve access to housing and community-based supports.
- Provide follow-up support to monitor participants' progress, assess ongoing needs, and help maintain connections to services that contribute to long-term housing stability.
- Encourage participants to build on their strengths, develop practical life-management skills, and increase their capacity to manage housing, financial, and other day-to-day responsibilities.
- Maintain accurate, timely, and confidential participant records, including assessments, support plans, referrals, follow-up activities, services provided, and participant outcomes, using the required organizational systems.
- Collect and maintain program information and statistics to support monitoring, evaluation, and reporting requirements associated with the HPP.
- Prepare reports and summaries regarding outreach activities, participant service needs, referrals, housing-related outcomes, and program trends, as required.
- Participate in team meetings, case consultations, and service coordination activities to support effective and consistent service delivery.
- Maintain professional boundaries, respect participant dignity and confidentiality, and provide services in a respectful, culturally responsive, and non-judgmental manner.
- Perform other related duties as assigned by the supervisor or designate.

ACCOUNTABILITY:

The Housing Support Navigator is under the day-to-day supervision of the Director of Treatment Services and will be accountable for the effective delivery of housing supports and individualized or family housing security in alignment with Ka-Na-Chi-Hih policies, program objectives, and the requirements of the Homelessness Prevention Plan.

QUALIFICATIONS:
- A diploma or degree in Social Services, Social Work, Community Services, Human Services, or a related field is preferred. A combination of relevant education, training, and experience may be considered.
- Previous experience in outreach, housing support, homelessness prevention, case management, community services, or a related social service setting is preferred.

- Knowledge of homelessness prevention, housing stability, community resources, and the barriers experienced by individuals and families seeking secure housing.
- Demonstrated ability in facilitating groups and providing one on one support.
- Excellent oral and written communication skills, computer skills, conceptual and leadership skills, ability to work with groups in strategic planning and problem solving.
- Excellent analytical and organizational skills.
- Ability to consistently demonstrate sound ethics and judgment.
- Ability to maintain confidentiality of information and professional boundaries.
- Initiative and ability to complete tasks with minimum guidance and supervision, and ability to manage competing demands in a team setting.
- Knowledge of Indigenous cultures, communities, and culturally responsive approaches to service delivery is an asset.
- Ability to work collaboratively as part of a multidisciplinary team while maintaining initiative and accountability for assigned responsibilities.
- Valid driver's licence and ability to travel within the community, as required by the position.
- Satisfactory Broad Range Records Checks, as required by Ka-Na-Chi-Hih.

Benefits:

Flexible working hours, dental care, **HOOPP Pension Plan**, vision care.

Employees will be eligible for an incentive upon obtaining certification through **Indigenous Certification Board of Canada** (ICBOC).

Ka-Na-Chi-Hih Healing Lodge is committed to creating an inclusive, diverse, and accessible work environment. We welcome applications from individuals of all backgrounds and experiences.

Accommodations are available throughout the recruitment process upon request. Please contact HR at jobs@kanachihih.ca.