



Housing Stability Worker - Contract (1 year) - Job ID #2572

Job Title	Housing Stability Worker - Contract (1 year)	Status / Job Type	Contract Full Time
Commission	Comm Serv & Social Development	Department	Housing & Homelessness Serv.
Union Affiliation	CUPE LOCAL 181 OW&HOUSING UNIT	Number of Openings	1
Rate of Pay	\$45.32 to \$48.09	Benefits Entitlement	Yes
Hours of Work	35 Hours Per Week	Posting Date (4:30 pm)	Apr 2, 2026
Existing Vacancy	New Position	Closing Date (4:30 pm)	Apr 16, 2026

Position Summary

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our hybrid work environment. The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the Manager, Housing Stability, the Housing Stability Worker will provide a range of in-home housing supports, and intensive case management supports, utilizing a Housing First approach by providing immediate in-home housing supports and then working with participants to promote recovery and wellbeing by providing ongoing supports for daily living, improved quality of life programs, supports for successful tenancies and to provide linkages for more intensive required supports within the Brantford-Brant System of Care (BHSC).

Duties and Responsibilities Include:

- Provide individualized one-to-one supports to clients.
- Maintain a minimum caseload of 30 clients with varying levels of acuity.
- Using an asset-based approach, work with clients in identifying challenges and skills (e.g. cooking, cleaning, hygiene) and develop individual service plans to assist clients in moving towards identified goals with a housing first focus.
- Help clients with problem-solving housing stability challenges (e.g., late rent payments, guest management, pest management, hoarding).
- Track client acuity levels by completing and reporting on regular SPDAT (Service Prioritization Decision Assistance Tool) assessments.

- Work with clients on harm reduction skills, liaise/coordinate with addictions and mental health professional external supports and provide referrals to service providers.
- Organize counseling, referrals and support services as needed for clients.
- Create opportunities for clients to re-engage with larger community through external programs and activities.
- Assist clients in accessing community funding opportunities to enhance social inclusion.
- Liaise with community agencies such as Family Income and Support Services, Ontario Disability Support Program, Family and Children's Services, Canadian Mental Health, The Office of the Public Guardian and Trustee etc.
- Work with clients to fulfill their obligations as a tenant (timely rent payments, keep units in good repair, dispute resolution with neighbours, etc.)
- Make recommendations and take action to mitigate risk as appropriate.
- Work with Property Management and advocate.

Administrative Tasks

- Maintain excellent relationship with other stakeholders and participate in meetings, training or other programs to better serve clients and staff.
- Duties may change from time to time and the Housing Stability Worker position may be required to perform other tasks related to the position, as required.
- Review daily logs and update client files following case management activities, using the HIFIS or other technologies.
- Provides coverage and acts on behalf of other Housing Stability Workers during absences.

Qualifications

- Non-judgmental attitude and solid understand of housing first, and harm reduction principles
- Possess a post-secondary degree or diploma in Social Work or another related social science or human services, with a minimum of three (3) years of progressive housing first case management experience in housing stability, supportive housing, homelessness serving services, or related field
- Demonstrated sound judgement and responsibility as demonstrated by progressive work experience with increasing responsibility
- Strong working knowledge of pertinent provincial and federal legislation and guidelines related to mental health, income support programs, employment and training such as Housing Services Act, the Residential Tenancies Act, social assistance legislation (Ontario Works and ODSP),
- Municipal Freedom of Information and Protection of Privacy Act; Familiarity with municipal policies and procedures, as well as local community agencies and service providers is an asset
- Proven ability to provide supports to people experiencing and/or at risk of homelessness, with mental health concerns as demonstrated through experience in supportive housing, community mental health or homelessness prevention and/or related fields such as addictions, family violence, criminal justice
- Demonstrated understanding of mental health issues, impacts and treatment in relationship between mental health and housing/homelessness
- Familiarity with concurrent disorders and local addiction-treatment providers, as well as the social determinants of health is an asset
- Self-starter with the ability to organize and prioritize work in order to meet competing deadlines and to manage an ongoing caseload
- Creativity, adaptability, and ability to work independently and as an active team member as required

- Demonstrated exceptional interpersonal skills including proven customer service skills required to manage partnerships with multiple stakeholders
- Experience in conflict resolution and excellent written and oral communication skills are essential
- Experience working with computer applications including HIFIS, MS Word, Excel, Outlook
- Possess a valid Class 'G' driver's license in good standing during the course of employment
- Satisfactory Police Vulnerable Sector Check

STANDARD WORK WEEK: 35 hours per week. Occasional overtime work is required. Evening and weekend hours may also be required.

Posting Restrictions

Qualified candidates please attach a detailed .pdf format resume & cover letter

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted.

Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process.