



9908-106 Ave
Edmonton, AB T5J 2L8
T. 780.422.2018
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Job Description

Job Title : Follow-Up Support Worker
Based at : Downtown, Edmonton
Reports to : Team Lead, Rapid Exit
Hours of work : 40hrs per week, Mon-Fri

OUR MISSION

To serve, strengthen and uplift men, women, youth and children through the life-changing gospel of Jesus Christ

Job Summary:

The Follow-up Support Worker provides mobile case management services to participants in the Housing First Program, helping to broker community services and supports to enable them to stabilize in their housing situations and move towards independent living.

Major Duties and Responsibilities:

- Once housing is secured for a program participant and they have moved into their new home a Follow-up Support Worker will complete a warm transfer of the participant's case with the Housing Worker. The FSW will then work with the participant for the duration of the program.
- The FSW will schedule and prioritize Home Visits with participants, connecting them with community supports such as the food bank and creating a Service Plan based on the participant's needs and goals.
- Advocacy on behalf of participants with landlords, and other community resources.
- Facilitating access to Identification, addiction treatment, medical and mental health services.
- Working on an Exit plan with the participant so that they know what they will be responsible for when the program ends.
- Maintaining communication with the landlord to follow up on rental payments, and address any issues that arise from the tenancy.
- Teaching life skills such as budgeting, cooking, laundry, grocery shopping, etc. Role playing interactions with landlords, neighbours and other community supports. Equipping the participant with the tools they need to live independently.
- Completing case notes and assessments in order to accurately track the work and progress made with participants on the caseload.
- Completing other administrative duties related to the position.



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- Attend caseload meetings with the team.
- Report directly to Team Lead.

Minimum Qualifications and Skills:

- Strong interpersonal and active-listening skills - genuinely interested in supporting community members experiencing homelessness
- Able to work co-operatively within a multidisciplinary team
- Able to demonstrate patience and understanding for those with addictions, mental health, and/or behavioral disorders
- Strong advocacy skills
- Ability to make decisions in a timely, organized, and appropriate manner.
- Solution focused.
- Strong computer proficiency
- Strong work ethic, time management skills and ability to work with minimal supervision.
- Excellent communication skills
- Has a good understanding of trauma-informed care and meeting clients where they are at.
- Valid Class 5 Drivers License, personal vehicle and appropriate insurance.
- Experience working in the inner city is an asset but not a requirement
- Experience working in other housing programs is an asset but not a requirement

Other Requirements:

- Being a Christian Organization we require our employees to be in agreement and sign the Hope Mission Statement of Faith.
- Must be legally entitled to work in Canada on a full-time basis.
- Able to provide Criminal Record Check and Vulnerable Sector Search
- A letter of reference from a ministry or church is an asset
- Adherence to Hope Mission's Policies and Procedures.