
CMHA NS Division Project HOPE (Housing Outreach Peer Empowerment)
Job Description for **Trustee** (Part-time position 17.5 per week)

Date of Contract – October to March 31, 2021

Area of Coverage - Truro and area

To apply for position, send Resume with Cover Letter to hope.lead@novascotia.cmha.ca

The Project HOPE Housing Support/Trustee Team provides housing supports to people in our community who have experienced homelessness, are currently homeless or are at risk of homelessness; while also experiencing mental wellness issues. People may self-refer or may be referred by community partners. The Project HOPE team will support the client to achieve housing goals, in addition to connecting them to other community supports where appropriate. The Project HOPE team members build relationships with community partners including but not limited to other non-profits, Department of Community Services, local housing authorities, and landlords. The lens of support provided is trauma informed and mental wellness for all. The philosophy follows the Rapid Rehousing model and may include Intensive Case Management support to minimize barriers to finding and retaining safe affordable housing. Project HOPE's aim is to provide support while navigating various systems and to build capacity within the person to self-advocate in the future. Project HOPE also recognizes the importance of the social determinants of health in finding and maintain safe affordable housing. The Trustee Program support is provided to individuals to ensure timely and consistent payment of rent and utilities as part of a plan to maintain housing.

Project HOPE is NOT an emergency service provider.

Key Responsibilities:

- Meet with clients referred to the CMHA NS Project HOPE Trustee Program to complete an Intake Process which collects information regarding the persons current situation; and gather all required banking and payment information related to trusteeship of the individual.
- Once the Intake Process has been completed file reports as directed by Team Lead.
- Ensure all required paperwork in relation to Trusteeship have been gathered and are complete.
- Conduct regular check-ins to ensure clients are doing well and maintain housing within various timelines.
- Maintain ongoing documentation and statistical data as required.
- Update Case Notes regarding client communications, or changes in circumstances.
- Follow outlined process to ensure funds are allocated as required.
- Work with participants towards financial goals associated with maintaining housing.
- Meet with Team Lead or other Housing Support Workers as needed; including collaborative discussion of cases or for information/educational purposes.

Qualifications Requirements:

- Demonstrated understanding of mental wellness, and trauma informed care.
- Knowledge of budgeting and financial management an asset.
- Attention to detail, strong communication skills, including listening skills, and motivational interviewing. With the ability to interact with clients, landlords, and Department of Community Services staff.
- Ability to work in an on-line environment.
- Ability to work with a diverse, marginalized, economically disadvantaged and occasionally challenging population.
- Successful candidates will bring the following attributes to the position: initiative, confidence, compassion, flexibility, creative decision-making, solid judgement skills, persuasiveness, community knowledge, and strong boundary making skills.
- Experience working with individuals experiencing marginalization, mental wellness issues is an asset.
- Post-secondary education in Social Services / Mental Health sector or strong work history in these areas are mandatory.

Other Requirements:

- Some travel within Truro and area maybe required.
- Core hours of work are 8:30am – Noon Monday to Friday with some flexibility on the last Monday of the month which may require working from 8:30am to 4:30pm.
- A criminal record and vulnerable sector check is required.