

1. Position No. 22222W, 80420, 80538, 22224E, 80535, 80172,80262, 80229, 80452, 80536, 80237, 22225E, 80469, 22260P, 80540, 80534, 80109, 81226, 80419, 81209	2. Descriptive Working Title Housing & Health Coordinator		3. Present Classification Nurse 7 or AO III or AO IV
4. Division LMDM, IR, VI, NR, Orange Hall	5. Branch/section Operations	6. Proposed classification Nurse 7; AO III or IV	Date Revised August 2017
7. Position No. of Supervisor various	8. Descriptive Work Title of Supervisor Regional Directors or Housing & Health Services Managers		9. Classification of Supervisor Excluded Manager
10. Job Summary:			

Under the direction of a Regional Director or a Housing & Health Services Manager the incumbent is responsible for implementing the goals of BC Housing, Housing & Health Services. Duties include providing assessment and consultative services for applicants and tenants with complex social and health care needs and/or behavioural problems; providing training programs and critical event stress management defusing services; and liaising with regional and community health authorities, non-profit housing societies and co-operative housing groups. HHCs currently registered as RN or RPN or both may provide direct service delivery to clients participating in BC Housing Semi-Independent Living Programs and provide clinical oversight to the Tenant Support Worker staff.

11. Duties:	
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1. PROVIDES ASSESSMENT AND CONSULTATIVE SERVICES FOR TENANTS AND APPLICANTS
 - implements the core services of BC Housing, Housing & Health Services, with the goal of increasing the number of persons with complex social and health care needs and/or behavioural issues including mental illness living in subsidized housing units;
 - within established program assessment and screening procedures, ensures that the housing available is considered appropriate to meet the needs of the applicant;
 - assesses and recommends actions to deal with tenants of social housing who have complex social and health care needs and/or exhibit behavioural problems;
 - as necessary, formulates behavioural agreements for existing and new tenants
 - applies their knowledge of medications, especially psychotropic medications, in completing applicant assessments and tenant consultations;
 - provides assistance to other team members in completing assessments on complex cases;
 - prepares reports and confidential documents based on professional judgements;
 - maintains records, statistics and client information for individuals referred to BC Housing Health Services.
2. PROMOTES AN UNDERSTANDING OF HOUSING AND HEALTH RELATED ISSUES
 - provides training programs to staff of non-profit and co-operative housing groups on relevant health and housing topics;
 - provides training and orientation programs to BC Housing staff and contractors;
 - provides or arranges critical event stress management defusing services.
3. PARTICIPATES IN COMMUNITY HEALTH AND SOCIAL PLANNING AS IT RELATES TO TENANTS OF SOCIAL HOUSING
 - works with community health authorities and other relevant external agencies to identify gaps in the provision of appropriate housing and health services;
 - identifies support needs and makes referrals to community health and other relevant external agencies to connect tenant to appropriate services to help them maintain their housing and well being;
 - provides ongoing support to BC Housing staff in making recommendations for improved delivery of health and social services to tenants.
 - works with the Regional Director, provincial Supportive Housing and Program staff and relevant Non-Profit providers and other stakeholders in the development and implementation of a regional Coordinated Access Approach (CAA) for supportive housing units.

4. PROVIDES DIRECT SERVICE DELIVERY TO CLIENTS PARTICIPATING IN BC HOUSING SEMI-INDEPENDENT LIVING PROGRAMS.

- develops and implements Individual Service Plans which include initial assessment, goal setting, implementation, and ongoing evaluation of progress
- provides health management education including both physical and mental health information and support. Examples include: Mental Health First Aid, Diabetes management, knowledge on communicable disease such as Hepatitis C, Alcohol withdrawal management, Nicotine replacement therapy, Dialectic Behavioural Therapy, Cognitive Behavioural Therapy, substance abuse counselling and relapse prevention.
- provides medication management, including administration of oral and injectable medications such as Long acting intramuscular psychotropic depot's or vitamin injections, subcutaneous insulin injections, medication monitoring and side effects, and education to clients.
- provides daily living skills training, including skill areas used on a daily basis such as nutrition, menu planning, grocery shopping, meal preparation, dining decorum, kitchen cleanup and food storage, home management and home safety
- provides housing, transportation and community resources education in addressing skill areas needed for an individual to make a positive transition into the community.
- provides money management training, focusing on skill areas that help individuals make sound financial decisions, both now and in the future, including beliefs about money, savings, income tax, banking and credit, budgeting/spending plans, and consumer skills.
- provides self-care management, including skill areas that promote an individual's healthy physical and emotional development.
- provides social development training including personal development, cultural awareness, communication, and relationship management; provides group programming where appropriate
- provides volunteering, career planning, work and study skills training, addressing skill areas needed to help individuals complete their educational programs, and pursue volunteering opportunities and careers of interest.
- Works as a team with the Tenant Support Workers providing clinical oversight and guidance for the implementation of each individualized service plan

5. PERFORMS OTHER RELATED DUTIES THAT DO NOT AFFECT THE NATURE AND SCOPE OF THE POSITION

STAFFING CRITERIA

Position No. Various	2. Descriptive Working Title Housing & Health Coordinator	3. Present Classification Nurse 7 or AO III or IV
4. Education		

- Masters or Bachelor in Social Work or
- Eligible to practice nursing in the Province of British Columbia Or
- Degree in relevant field such as occupational therapy, psychosocial rehabilitation, vocational rehabilitation, psychology)

- **Note: Classification level is determined by professional qualifications and experience of incumbent**

5. Competencies, Knowledge and Skills	
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Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented
- excellent interpersonal skills and proven ability to develop positive working relationships with other agencies and service providers
- good knowledge of signs and symptoms of common medical conditions
- good working knowledge of medications usually prescribed for common medical conditions
- good knowledge of the signs and symptoms of common psychiatric disorders
- good working knowledge of the use of psychotropic medications including contraindications, precautions, adverse effects and usual dosage and route of administration.
- good knowledge of non-pharmaceutical treatment options for the treatment of psychiatric disorders
- good knowledge of substance abuse and the different types of treatment programs for substance abuse
- excellent assessment and problem solving skills
- ability to provide consultation services, crisis intervention and initiate/coordinate referrals to external agencies for services
- broad knowledge of the role of community health resources and other social services
- excellent knowledge and skills in psychosocial rehabilitation principles
- comprehensive knowledge of the different types of mental health and/or addiction housing models
- demonstrated ability to communicate effectively, both verbally and in writing
- demonstrated ability to prepare assessment and consultation reports within established time frames
- demonstrated ability to independently plan, organize, and adapt to a changing workload
- demonstrated ability to establish workload priorities
- sound knowledge and experience working in a multidisciplinary environment
- proven ability to work independently and as part of a team
- experience working with a diverse population i.e. homeless population
- preferably experience in delivering training programs
- preferably experienced in providing critical event stress management defusing services to individuals following a traumatic event
- preferably proficiency in all current MS Office Products and other computer applications
- requires travel and to work periodic evenings; transportation arrangements must meet the operational requirements of the position. For positions outside of the Lower Mainland, extensive travel required.
- valid BC Driver's License and a reliable vehicle

6. Experience:	
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- Minimum four or five years experience working with persons with psychiatric disorders and complex social and/or health care needs and/or behavioural issues preferably in a community setting.

7. Occupational Certification:	
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As a condition of initial and ongoing employment with BC Housing, the incumbent must maintain current registration with the appropriate professional certifying body relating to their credentials that is acceptable to the employer.