

StreetHealth

Housing Support Worker – Internal/External Posting

One (1) Short-Term Contract Position (37.5 hours per week)

*** Estimated Contract Start Date – ASAP * Contract End Date – October 31, 2025***

Street Health is a community-based agency providing innovative physical and mental health programs and advocacy to homeless and insecurely housed individuals in downtown Toronto for over 30 years. Street Health, a not-for-profit organization located within the downtown-east neighborhood of Toronto, works to improve the health and wellbeing of people who are homeless and under-housed by addressing the social determinants of health. Our organization provides services in the areas of innovative nursing, mental health, harm reduction, Overdose prevention, outreach, identification replacement programs, and through advocacy, research, and education.

This position is in partnership with St. Clare's Housing and the primary work location will be at 877 Yonge Street, Toronto, ON M4W 3M2.

Responsibilities of the position include, but may not be limited to:

- Provide intensive case management to clients living with complex mental health and/or substance use issues to keep and maintain their housing at St. Clare's;
- Provide additional case management supports for other Street Health clients including access to housing and advocating to property management and landlords;
- Willing and expected to participate in progressive, systemic advocacy consistent with Street Health's mission & values as well as participate in other Street Health activities;
- Contribute to overall policy and program directions;
- Maintain accurate client records of client encounters using database and other required technologies; and
- All other duties may be assigned within the scope of this position.

Qualifications & Requirements:

- Degree/diploma in health, social work or related field, or equivalent job experience.
- Minimum 4 years' case management experience working in the community mental health sector particularly with people who experiencing homelessness and/or marginally housed; a combination of related work experience and lived experience with substance use, harm reduction or homelessness.
- Experience working with marginalized people, including those who experience mental health diagnosis, use substances, have experienced trauma, poverty and discrimination.
- Experience assisting individuals search for housing; apply for housing; access funding for housing, e.g. HSF, THHAP; and advocate to landlords.
- Experience providing trauma informed counselling; demonstrated crisis intervention skills and training.
- Demonstrated knowledge of innovative housing support models effective for the above populations.
- Comprehensive knowledge of dual diagnosis & concurrent disorders, alternative models and approaches to mental health treatment.
- Extensive knowledge of the Landlord Tenant Board, criminal justice system, Ontario Works, and the Ontario Disability Support Program.
- Strong understanding of systemic issues faced by consumer/survivors within the mental health system.
- Demonstrated ability to work within a complex housing system, including working with key stakeholders, referral pathways and support systems.
- Demonstrated understanding of harm reduction & issues affecting people experiencing homelessness.
- Strong oral and written communication skills; strong computer skills and experience using database software.
- Ability to carry out duties independently while maintaining accountability to agency.
- Valid CPR certification or ability to obtain certification within the first 3 months of employment.
- Successful police services Vulnerable Sector Screening Check.

Don't meet every single qualification? *If you are intrigued and excited about this role but your experience doesn't align perfectly with every qualification in this job posting, we encourage you to apply anyway. You might just be the right candidate we have been searching for to join our team! Research has shown that people of colour, women and members of other equity deserving groups are less likely to apply to jobs unless they meet every single qualification. Street Health is committed to building a diverse and authentic organization and we welcome your application.*

Position Type: Full-Time, Bargaining Unit

Salary: \$38.43 per hour

Work Hours: 37.5 hours per week, Monday to Friday.

Work Location: 877 Yonge Street, Toronto, ON, M4W 3M2

Reports to: Manager, Harm Reduction Programs

Posting Date: Monday July 14, 2025

Application Deadline: Tuesday July 22, 2025

Application Method: Please submit a cover letter and resume by 5:00 p.m., on Tuesday July 22, 2025, to employment@streethealth.ca.
Please quote "HSWTemp_1525" in the subject line of the email.

Street Health is committed to diversity, equity & inclusion and developing a workforce that is reflective of the communities and clients that we work with. We strongly encourage applications from members of equity deserving groups including but not limited to; people with lived and/or living experience, Black people, Indigenous Peoples, racialized communities, LGBTQ2SIA+ people, people with disabilities, and people with marginalized identities.

Street Health is committed to providing accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Applicants are asked to make accommodation requests by email to employment@streethealth.ca and include the subject term 'Accessibility', or via telephone to 416-921-8668 ext. 228. Street Health will make every effort to ensure that reasonable accommodation requests are available throughout the recruitment process.

All candidates offered a position at Street Health must be fully vaccinated according to Street Health's *COVID-19 Vaccination Policy, Nov 2021*, and proof of vaccination is required as a condition of employment. Street Health will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.