

MATAWA FIRST NATIONS MANAGEMENT



Job Description

Co-ordinated Housing Access Table (CHAT) Facilitator

PURPOSE OF THE POSITION

The CHAT Facilitator will work with the CHAT Steering Committee to implement the system that assists clients through designated “entry points” to get to the CHAT table, then assisted by member agencies appropriately. Clients are interviewed then consent to creating a profile for their needs and histories which are shared with other member agencies. This connects them to housing (including transitional housing units) and services which those agencies monitor and report back to the Steering Committee.

SCOPE

Matawa First Nations Management is a Tribal Council representing nine (9) First Nations communities of Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie. Housing and Homelessness is a challenge for many Matawa members in Thunder Bay. As such, Matawa First Nations Management, participates in the Urban Aboriginal Strategy and other Indigenous initiatives where it works and serves all Indigenous people. While the CHAT Facilitators will be employed by Matawa First Nations Management, they will be facilitating and operating the CHAT system to serve all those experiencing or at risk of homelessness in Thunder Bay, regardless of Indigenous or non-Indigenous identity.

Coordinated Housing Access Table (CHAT) is the process where individuals and families experiencing homelessness or at-risk of homelessness are provided access to housing and support services, based on a standardized set of procedures for intake, assessment of needs, matching, and referral to housing when available. The CHAT facilitator position will assist in the coordination of this task by bringing providers together to oversee this linkage on a regular basis.

This information is collected and put into the Homeless Individuals and Families Information System (HIFIS) and used to inform the distribution of funding and resources toward the Reaching Home goal of reducing chronic homelessness by 50% by 2027/2028. The Facilitator will connect with the Data Lead, Epsilon Data Solutions, for research on homelessness in Thunder Bay.

The facilitator will provide community education on this initiative to bring more organizations into CHAT and help promote the needs of those experiencing homelessness. This person will liaise with the Thunder Bay Indigenous Friendship Centre, Lakehead Social Planning Council, Epsilon Data Solutions, various levels of government, and community agencies to promote and execute a collaborative approach to addressing housing and homelessness in Thunder Bay.

RESPONSIBILITIES

- Organizing and facilitating CHAT meetings.
- Collaborating with the Data Lead and help support research
- Receiving referrals to CHAT and making recommendations around housing placement.
- Oversee the process of transferring referrals to the appropriate service provider.
- Provide support and information to CHAT entry points.
- Co-facilitate training with the Data Lead for entry points and CHAT members, including on the use of assessment tools and the HIFIS data system.
- Completion of reports and intake of information, gathering of data for presentation at the CHAT Steering Committee meetings, Indigenous Community Advisory Board and Designated Community Advisory Board.
- Work collaboratively with community partners in the operationalization of the Community Housing Access Table; developing processes, policies and procedures, and program evaluation.
- Be a Staff Lead to a CHAT Assistant.
- Attending various committee meetings and participating in the maintenance and development of community partnerships, which may include the following: Urban Aboriginal Advisory, Housing and Homelessness Coalition, National Indigenous Coordinated Access Lead Table, Community Reintegration Planning Table, Situation Table, HART Hub, Shelter Diversion and Eviction Prevention Community of Practice.
- Participating in other internal and/or external committees and initiatives as deemed appropriate for the role and at the direction of the program manager.
- Work with the National Indigenous Homelessness Council and the Thunder Bay Indigenous Friendship Centre to transfer the standardized CHAT assessment and prioritization tool from the VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool) to the PATH (Personalized Access to Housing) Process.
- The CHAT Facilitator role may also hold a small caseload of long-term case management clients, based on workload capacity and at the discretion of the program manager.
- Providing support and system navigation to clients accessing Matawa and other organizational housing programs.
- Secure consent agreements.
- Prepare intake reports and assist with data tracking for program reporting and research.
- Provide system navigation duties, including providing advice and direction to clients, to ensure continued eligibility, and maintain case records.
- Support agencies to make appropriate referrals and to promote a Circle of Care
- Educate clients about how to access and navigate systems such as healthcare, public benefits, housing, employment services, and legal aid.
- Stay informed about local housing trends, policies, and resources and build and maintain relationships with landlords, property managers, and housing providers to expand housing opportunities.
- Assist clients with identifying appropriate housing options based on availability, budget, and support needs.
- Collaborate with partner agencies to ensure seamless client support.

- Provide emotional support, advocacy, and crisis intervention as needed.
- Teach individuals of their rights, roles, goals, and responsibilities for themselves.
- Other duties as required

QUALIFICATIONS AND REQUIREMENTS

- A post-secondary degree/diploma related to social service work, housing, mental health/addictions, public policy, or public administration.
- A minimum of 2 years of positive experience working with Indigenous Peoples and/or First Nation programs and policies.
- A minimum of 2 years' experience in case management.
- Strong knowledge of housing systems, housing data, employment resources, and public benefit programs.
- Cultural competency, harm reduction, and trauma-informed approach to working with those experiencing or at-risk of homelessness.
- Demonstrates adequate awareness of colonialism, intergenerational trauma, race, class, gender, sexuality, age, and disability and how these impact the day-to-day lives of clients.
- Valid G Driver's License.
- Current registration with the Ontario College of Social Workers and Social Services Workers (OCSWSSW) will be considered an asset.
- A completed and clear Vulnerable Sector Police Check.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Strong communicator - excellent written, oral, and facilitation skills.
- Experience working with Indigenous Peoples and Communities, knowledge of Indigenous cultures, traditions, and family dynamics.
- Ability to create and maintain a confidential, welcoming, friendly, and safe environment for Community Members.
- Knowledge of and established relationships with other service agencies, ability to network and build/maintain these relationships.
- Experience with navigating housing systems across the housing continuum— from the shelter system to home ownership.
- Crisis management.
- Trauma informed and harm reduction approach.
- Working knowledge of MS Office Software, internet, and general office equipment.

Skills

The incumbent must demonstrate and/or possess the following:

- High level of written and documentation of information skills.
- Communication skills in an Indigenous dialect is an asset.
- Proven analytical and problem-solving skills.
- Excellent interpersonal and teamwork skills.
- Proficient use of computer and programs, i.e.: HIFIS, SPDAT assessment tool, Word, Excel, Outlook, Zoom, Teams, etc.
- Ability to make decisions, complete tasks with minimal guidance and supervision.
- Comfortable speaking publicly, leading meetings, and presenting to funders.
- Strong organizational/time management skills with an ability to plan, define measurable objectives and outcomes and meet objectives in a timely manner.

Personal Attributes

The incumbent must demonstrate the following personal attributes:

- Consistency
- Availability, flexibility, and open communication.
- Accountability, transparency, and confidentiality;
- Cultural awareness and sensitivity;
- Respect, honesty and integrity;
- Excellent communicator.
- Demonstrate cultural humility, knowledge of Indigenous culture, and the ability to support individuals who have experienced colonialism, multi-generational trauma, discrimination, and racism.
- Confidentiality and maintaining healthy professional boundaries with clients and ability to navigate transference issues.
- Able to balance both direct client work and administrative/documentation duties.

WORKING CONDITIONS

Physical Demands

The CHAT Facilitator will have to travel throughout Thunder Bay in all types of weather conditions to meetings and housing sites. They may have to lift, carry, and manage supplies. The CHAT Facilitator may have to spend long hours sitting and using office equipment, computers and attending to residents' needs.

Environmental Conditions

Matawa Training and Wellness Centre may be a busy facility. The CHAT Facilitator may have to manage many projects at once and may be interrupted frequently. They may find the environment to be busy, noisy, and will need excellent organizational, time, and stress management skills to complete the required tasks.

Sensory Demands

The position may require the incumbent to a high volume of reading documents and computer use, and they may encounter eye strain and occasional headaches.

Mental Demands

The CHAT Facilitator may have to manage several requests and tasks at one time and may encounter high mental stress, strain, and trauma stress dealing with a crisis. The position is primarily 35 hours a week from 8:30 to 4:30 but may require occasional extended hours.

CERTIFICATION

Employee Signature

Printed Name Date

I certify that I have read and understand the responsibilities assigned to this position.

Supervisor's Title

Supervisor's Signature Date

I certify that this job description is an accurate description of the responsibilities assigned to the position.

Chief Executive Officer's Signature Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.