

Veteran's Housing Support and Housing Liaison
(Veteran's Scattered-Site Supportive Housing – Reconciliation & Equity-Focused - VSSSH-REF)



Program: Ending Veteran's Homelessness – Reconciliation and Equity Focus

Reports to: Manager of Housing and Homelessness Supports

Positions Available: 1 full-time (35 hours per week)

Salary Range: \$30.17-\$37.37 per hour, based on agency salary grid

Benefits: Extended health benefits, EAP, 3% RRSP matching (after probation), generous vacation, sick, and personal time.

About Porchlight Counselling and Addictions Services

For 85 years, Porchlight Counselling and Addictions Services has been supporting our community with counselling, building healthy relationships, community engagement, addictions services, and targeted supportive housing. We want everyone to have access to affordable, caring, person-centred, trauma-informed, culturally appropriate supports that meet their unique needs. Our vision is for a community where there is equality, respect, empathy, and inclusion, and this is why we get up in the morning and do the work that we do.

Our team enjoys working collaboratively and we strive to value each other, because we know people are our most important resource. Our staff and volunteers work to support each other and value a healthy work-life balance. We see our clients as people first and aspire to walk alongside them towards growth and healing. We invest in our staff and work to support their growth as both individuals and team members.

While our team has a history of providing supportive housing for people in addiction recovery, the Ending Veteran's Homelessness – Reconciliation and Equity Focus is a new program funded by the Government of Canada and administered by the Region of Waterloo. This multi-agency partnership will support veterans experiencing homelessness in Waterloo Region to access the supports needed to move them in to permanent housing. Porchlight, in partnership with Thrive HIV, will focus on finding veterans from equity-deserving groups, work with landlords to arrange appropriate housing, and support individuals to stay housed.

That's where you come in.

Areas of Professional Responsibility:



This program exists to support participants to break the cycle of homelessness and transition to long-term stabilization in permanent housing. This position plays a vital role in helping Veterans remain housed by offering consistent, structured support, engaging landlords, navigating systems, and collaborating with community partners. It is the intent of this service to use a relational model of holistic engagement to determine how to appropriately support the individuals and their communities. This is a dual role, providing service to landlords as a Housing Liaison, and providing supports to participants as a Housing Support Worker.

Housing Liaison Responsibilities

- Demonstrate familiarity with housing laws and policies, including the Residential Tenancies Act (RTA), the Landlord and Tenant Board (LTB), and subleasing regulations, ensuring tenants' and landlords' rights and obligations are upheld.
- Locate units that are appropriate and suitable that match the intersectional needs of the program participants.
- Educate landlords on Veteran homelessness, the program, and support structures available.
- Recruit and negotiate lease conditions and rental rates, including arranging rent subsidies.
- Provide responsive, flexible service to landlords.

Housing Support Responsibilities

- Build relationships with veterans experiencing homelessness from equity-deserving groups (veterans who are women, Indigenous or racialized, 2SLGBTQ2IA+, living with a disability).
- Provide consistent, reliable supports to participants by maintaining a regular schedule and offering structure and routine.
- Collaborate with the Veteran Outreach Worker and Veteran Program Coordinator to conduct comprehensive intakes with Veterans drawn from the Veteran's By-Name Data List. This list will be comprised of Veteran's experiencing homelessness whom:
 - have had their Veteran Status confirmed by Veteran's Affairs Canada
 - have had their housing applications completed
 - meet the Low-income measure (LIM) threshold and have income to pay the subsidy split on the unit.
- Match participants to housing units via a process to be developed in collaboration with The Region and the Veteran Program Coordinator.



- Walk alongside Veterans to navigate community systems (e.g., social assistance, financial trusteeship, mental health, addictions, legal, medical, etc.), providing varying terms of support according to level of need and acuity.
- Support connections to internal and external resources including: Veterans Affairs Canada, local Legions, community programs and services, provincial and regional health and housing supports or programs.
- Assist Veterans with moving logistics, including arranging and driving rental vehicles, lifting and assembling furniture (including items over 50lbs), and coordinating support for a safe and stable move-in experience.
- Participate in regular team and partnership meetings, and assist with knowledge mobilization (i.e., public announcements, presentations, and community engagement efforts).

Administrative and Other Duties

- Abide by the relevant Housing Stability System Frameworks and approaches including but not limited to:
 - Prioritized Access to Housing Support (PATHS) Framework, Guidelines, Protocols
 - Community Homelessness Prevention Initiative (CHPI) – Supportive Housing Program Standards
 - Housing First Approach and Human Rights-Based Principles
 - The Service Prioritization and Decision Assistance Tool (SPDAT), the common assessment tool used to assess the strengths and vulnerabilities of people experiencing homelessness as related to housing stability or another standard, evidence-based tool implemented through the Region of Waterloo.
- Complete all required documentation and forms accurately and in compliance with requirements from external agencies such as Veterans Affairs and the Royal Canadian Legion. This includes adhering to agency-specific procedures and timelines and maintaining accountability to multiple program funders and regulatory frameworks.
- Maintain accurate record-keeping, case notes and data in agency-approved systems.
- Assist with the collection of outcomes and monthly and quarterly reporting data.
- Contribute to program development and quality improvement initiatives.
- Participate in collaborative team meetings, including staff meetings and supervision.
- Be available to flex schedule around client needs.
- Exhibit a thorough knowledge of agency policies and procedure, as well as applicable program funders and their requirements.
- Promote a housing-first, trauma-informed, harm reduction, and anti-oppressive approach in all interactions.
- Other responsibilities as mutually agreed upon with the Supervisor and/or Executive Director.

Qualifications:



- Relevant educational background that will support you in this role, such as addictions counselling, social work, or other human services, and/or significant experience in the field.
- Experience working with people experiencing homelessness, concurrent mental health concerns and/or addictions and substance use.
- Knowledge of social assistance programs, rent supplement systems, and Ontario Health and regional housing resources.
- Experience and strong understanding of serving people from diverse backgrounds and vulnerable populations.
- Ability to work independently and with minimal supervision outside of scheduled meetings.
- Excellent initiative, time management, case-coordination, and self-motivation skills.
- Ability to promote a relational, supportive, and positive working culture within a larger, multi-agency/multi-disciplinary team.
- Strong collaboration and communication skills; comfortable with participating in multi-agency meetings.
- Comfortable using digital case management systems (e.g., HIFIS) and completing structured assessments (e.g., SPDAT).
- Must have valid driver's license and access to a vehicle; this is a community-based role supporting veterans across Waterloo Region.
- Criminal records check specific to vulnerable populations.
- Committed to Porchlight's mission, vision and values and to building an inclusive workspace, including striving to be anti-racist, accessible, LGBTQ2S positive, aware of class dynamics and power/privilege

About You

- You are a passionate, enthusiastic individual who enjoys working with people facing complex challenges and barriers
- You are professional, hardworking, and organized
- You are creative and value the importance of a flexible and growth mindset
- You approach your work with a holistic perspective
- You value inclusion/belonging and accessibility for all in our community

Employment Conditions

The successful candidate will be offered a permanent position with the agency. Compensation is based on the agency salary grid, ranging from \$30.17 to \$37.37 per hour including enrollment in extended health benefits, EAP, and 3% RRSP matching (after probationary period). This

position starts with 3 weeks of vacation, along with generous sick and personal time allocations and a flexible and supportive working environment.



Application Instruction

As a community-based organization, we strongly encourage applications from candidates who reflect the diversity of our community including those who identify as Black, Indigenous, racialized, living with a disability, and/or 2SLGBTQIA+.

Interested applicants should submit their cover letter, resume, and references [to jessb@porchlightcnd.org](mailto:jessb@porchlightcnd.org) stating the job title in the subject line. This posting will close at midnight on December 7, 2025. We thank all candidates for their interest, however, only those selected for an interview will be contacted. No phone calls or email inquiries please. In recognition of the equity considerations with interviews, we want to be respectful of your time. As such, candidates selected for an interview will receive a \$50 honorarium in recognition of their time and preparation in their application.