



**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

**DISTRICT TENANT AND TRANSITIONAL OUTREACH SUPPORT WORKER  
INTEGRATED SOCIAL SERVICES**

**ONE (1) PERMANENT FULL-TIME POSITIONS**

POSTING NUMBER:	46-2025	STATUS:	INTERNAL/EXTERNAL
POSTING DATE:	JULY 11, 2025	CLOSING DATE:	JULY 25, 2025
AFFILIATION:	UNION	HOURS PER WEEK:	35
SALARY GROUP:	10	HOURLY RATE:	\$31.85 - \$38.99

**POSITION SUMMARY:**

Under the general direction of the Supervisor, Intake and Eligibility, the District Tenant and Transitional Outreach Support Worker is responsible for assessing the needs of tenants and individuals accessing emergency hostels, coordinating support services and liaising with community agencies to deliver services and identify barriers to housing.

**MAJOR RESPONSIBILITIES:**

1. Conducts assessments of tenants and hostel residents to identify physical, social, psychological, and economic aspects of their lives, including motor skills, family/friends support, income stability, etc.
2. Visits tenants and hostel residents requiring support, assesses their needs, and refers them to appropriate community agencies for additional support services.
3. Provides follow-up visits to tenants and hostel residents when appropriate, with particular attention given to those with special needs such as the physically, developmentally, and psychiatrically disabled.
4. Performs case management duties and provides one-to-one support to individuals in addressing barriers and accessing programs and services to support their housing needs.
5. Works with high-needs populations, including individuals with mental health and addictions.
6. Advocates for individuals facing difficulty or denial of services, liaising with emergency hostel staff and community agencies to ensure delivery of needed services, and collaborating with departments and roles of TBDSSAB to facilitate communication and to address concerns.
7. Facilitates, coordinates, and motivates community development and special events to encourage socialization, education, and health promotion.
8. Encourages and promotes Tenant Council activities and coordinates yearly elections.
9. Performs duties related to the collection and verification of information required to determine initial and ongoing eligibility for social assistance programs, including Ontario Works and Rent Geared to Income Housing.

- 10. Completes and maintains required documentation, including statistical data and case records.
  - 11. Performs related duties as necessary.
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## **QUALIFICATIONS:**

### **Education/Experience**

- A minimum of a diploma or degree in Social Work with three to five years' experience working with diverse 'high-needs' people.

### **Skills/Abilities:**

- Must have basic knowledge of computer applications, including the Microsoft Office package and various database applications.
- Must possess strong conflict resolution, organizational and communication skills.
- Must be culturally sensitive and have a thorough knowledge of community resources.
- Must have an ability to rebound from high-stress situations.
- Must possess strong interpersonal skills and demonstrate an ability to meet, communicate, counsel and work with high needs populations, including individuals with mental health and addictions.
- Ability to work collaboratively with other service agencies and professionals.

### **Assets**

- Safe food handling certificate.
- Life Skills coaching experience.

## **CONDITIONS OF EMPLOYMENT:**

- Must undergo a successful police records check, Type 2.
- Must have a valid drivers' license.
- Use of a vehicle is required.
- Travel within the District of Thunder Bay is required.
- Must be resident of the District of Thunder Bay.

## HOW TO APPLY:

Applications must include a completed TBDSSAB application form, cover letter and resume. Please be sure to reference the position title and the competition number. Applications may be emailed, faxed or delivered to the TBDSSAB location by 4:30 pm on the closing date to the attention of:

Human Resources  
The District of Thunder Bay Social Services Administration Board  
231 May Street South  
Thunder Bay, Ontario, P7E 1B5  
Email: [careers@tbdssab.ca](mailto:careers@tbdssab.ca) | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the [Internal Application Form](#). All other applicants must complete the [TBDSSAB External Application Form](#).

Application forms are available on our website or are available for pickup at the TBDSSAB location. For more information on employment opportunities at TBDSSAB, please visit our [website](#).

## ADDITIONAL INFORMATION:

- Applications received for this position will not be acknowledged unless you are being notified of an interview.
- Reasonable accommodations are available upon request for all parts of the recruitment process.
- As an equal opportunity employer, the TBDSSAB encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.



**Baakaakonaanan  
Ishkwaandemonan**  
Opening Doors for You