

Job Title	Housing Support Worker – Dual Diagnosis Specialist
Reports to	Manager, Housing Supports & Community Outreach
Incumbent	
Date Issued	May 1, 2026

At Support House, we open doors, minds, and possibilities. We build opportunities, we inspire change, and we transform health care. We believe everyone deserves support.

Support House is directed by our core values. They guide our agency's decisions and actions, unite our staff, define our brand, and inspire our culture. We connect by building meaningful relationships. We put people first by supporting them to direct their own path. We focus on holistic wellness. We foster engagement through designing housing, supports and the system together.

Support House offers supportive housing options, primary care, community outreach, peer support and building system capacity.

Diversity, Equity, and Inclusion

Support House is committed to leveraging diverse backgrounds, experiences, and perspectives of our employees in order to provide services to an equally diverse community and encourages applications from all qualified candidates.

The main purpose of this position

As a Housing Support Worker – Dual Diagnosis Specialist, you will support individuals living with developmental disabilities and co-occurring mental health challenges within a supportive housing environment. Many individuals supported in this role may also experience substance use concerns, complex behavioural challenges, trauma, physical health needs, and barriers to community participation and service access.

This role requires a high level of clinical awareness, behavioural support knowledge, and service coordination to support individuals with dual diagnosis, complex needs, frequent crises, and barriers to service engagement.

You will apply person-centered, trauma-informed, recovery-oriented, and evidence-based approaches while collaborating closely with clinical teams, developmental service providers, and community partners to support housing stability, safety, independence, inclusion, and overall wellbeing.

Responsibilities

Resident Support and Direct Care

- Provide enhanced, person-directed support to residents living with developmental disabilities and co-occurring mental health challenges.
- Support residents with complex behavioural, emotional, psychosocial, and mental health needs.

- Implement person-centered strategies that promote self-determination, inclusion, independence, and quality of life.
- Apply dual diagnosis-informed approaches, including behavioural support strategies, mental health stabilization, engagement techniques, skill development, and relapse prevention where applicable.
- Utilize positive behaviour support approaches and collaborate with clinical and developmental services professionals to address identified support needs.
- Deliver advanced crisis intervention and de-escalation in high-acuity situations.
- Engage residents in harm reduction practices, including overdose prevention education, safer use conversations, and naloxone response when appropriate.
- Support residents in navigating periods of instability, including mental health crises, behavioural escalations, substance use concerns, and transitions in care.
- Reinforce treatment plans and support strategies in collaboration with clinical teams, behavioural supports, case managers, and developmental service providers.
- Monitor for changes in mental health status, behavioural presentation, substance use patterns, and risk indicators, escalating concerns as appropriate.
- Support medication routines and coordination with healthcare providers, within scope of role and organizational policy.
- Assist with activities of daily living and promote skill development in independent living.
- Promote and support housing stability through consistent engagement, tenancy support, and early intervention.
- Maintain clear professional boundaries while working with individuals experiencing high levels of need and distress.

Coordination & System Navigation

- Act as a key liaison between residents and clinical/community supports, including developmental services agencies, behavioural support providers, mental health services, addiction services, hospitals, and healthcare providers.
- Facilitate referrals, case conferences, and coordinated care planning.
- Advocate for residents within the service system to reduce barriers to care and support access to appropriate services.
- Support transitions between services, including hospital discharge, crisis services, treatment programs, and community supports.
- Coordinate and collaborate with members of the individual's circle of support, including family members, caregivers, substitute decision-makers, and service providers.
- Participate in multidisciplinary case reviews and care planning discussions.

Teamwork & Leadership

- Provide informal support and mentorship to team members on dual diagnosis best practices.
- Share knowledge related to developmental disabilities, mental health, complex care, harm reduction, and trauma-informed practice.
- Contribute to a team culture of safety, learning, and reflective practice.
- Support consistency in approaches across staff in managing high-acuity situations.
- Contribute to the development of best practices in supporting individuals with dual diagnosis, complex behavioural needs, and co-occurring mental health challenges.

Documentation & Risk Management

- Maintain detailed, accurate, and timely documentation of complex cases, incidents, and

interventions.

- Identify and report risk, safety concerns, and critical incidents in alignment with organizational policy.
- Participate in debriefs and incident reviews, contributing to continuous improvement.
- Support audit, reporting, and data tracking related to high-risk populations.

Organizational Alignment and Administration

- Uphold organizational values, policies, and confidentiality requirements.
- Participate in program planning, evaluation, and quality improvement initiatives.
- Maintain compliance with funder, legislative, and accreditation requirements.

Knowledge and skills necessary to be successful in this role

- Post-secondary education in Social Services, Developmental Services, Mental Health, Addictions, Human Services, or a related field.
- Significant experience supporting individuals with developmental disabilities and co-occurring mental health challenges (dual diagnosis).
- Strong understanding of dual diagnosis, developmental disabilities, mental health challenges, behavioural support approaches, and person-centered practices.
- Knowledge of positive behaviour supports, crisis prevention, and strategies to support individuals with complex behavioural and mental health needs.
- Experience working with individuals who experience trauma, behavioural challenges, substance use concerns, and involvement with multiple service systems.
- Demonstrated ability to work independently and collaboratively as part of an interdisciplinary team.
- Strong ability to navigate and collaborate within healthcare, developmental services, and community support systems.
- Knowledge of developmental services resources, community supports, and system navigation for individuals with dual diagnosis.
- Demonstrated ability to work with individuals who may be resistant to services or experiencing instability.
- Excellent interpersonal, communication, relationship-building, and conflict resolution skills.
- High level of emotional intelligence, resilience, and professional boundaries.
- Strong organizational skills with the ability to manage multiple priorities in a complex environment.
- Experience in supportive housing, developmental services, community mental health, or congregate living settings.
- Understanding of trauma-informed, recovery-oriented, anti-oppressive, and culturally responsive practices.
- Proficiency in Microsoft Office applications and electronic documentation systems.
- ASIST, NVCI, and Trauma-Informed Care training are assets.
- Mental Health First Aid is an asset.
- First Aid & CPR (Level C) is required.
- Naloxone training is required.
- Valid driver's licence and access to a vehicle is required.

Working conditions

- Regular exposure to high-acuity and crisis situations.

- Work with individuals experiencing developmental disabilities, mental health challenges, behavioural concerns, and substance use issues.
- Requires adaptability, emotional resilience, sound judgment, and effective boundary-setting.
- Rotating shifts, including evenings, weekends, statutory holidays, and potential on-call responsibilities.
- Frequent engagement with community partners, healthcare providers, families, and support networks.
- May be required to travel between multiple Support House locations and community settings.