

Halton Housing Help Centre Job Description

Position Title: Housing Support Worker – In-House - Relief

Summary of Duties

This position is part of the Halton Housing Help team and reports to the Operations Manager at the Hamilton Housing Help Centre. The position performs a variety of client and landlord support services focusing on helping tenants to access and maintain housing, and prevent housing loss.

General Duties

Primary Housing Support Services

1. Respond to incoming calls and emails as triaged by 311.
2. Provide initial client assessment.
3. Facilitate referral to appropriate service providers (i.e. Intensive Case Manager).
4. Work in conjunction with the Intensive Case Manager to ensure individual client needs are met.
5. Provide vacation and sick coverage for the Intensive Case Manager.

Tenants and Landlords

1. Respond to routine tenant inquiries and assess tenant need for service.
2. Assist tenants to use in house resources.
3. Refer tenants with complex needs to the Intensive Case Manager and/or other intensive support services.
4. Provide education and resources on landlord and tenant rights and responsibilities.
5. Carry a caseload of tenants with routine tenant issues.
6. Provide crisis intervention, as required.

Information

1. Provide information regarding Landlord and Tenant Rights and Responsibilities, supportive housing, seniors housing, rooming houses, residential care facilities, accessible housing, Free Listing Service.
2. Make referrals to Other Community Agencies i.e. housing stability programs, area shelters, and legal clinic.
3. Distribute brochures and information related to housing issues.
4. Assist clients to access web based and print resources.
5. Maintain records, reports and statistics data related to service delivery.

Halton Access to Community Housing (HATCH)

1. Assist clients to complete and update their Halton Access to Community Housing Application forms.
2. Liaise with agencies on behalf of the client.

Halton Housing Registry

1. Establish and maintain positive, on-going relations with Halton landlords.
2. Promote landlord and tenant awareness of their rights and responsibilities.
3. Work together with landlords and tenants so that current tenancies can be maintained.
4. Assess housing seeker's overall needs so that other human service needs are addressed and coordinated.

Qualifications

Education & Experience

Post secondary degree (B.A., B.Sc., B.S.W.)

2-5 years community based clinical experience

Skills

- Administrative and organizational skills with the ability to prioritize tasks.
- Ability to maintain accurate and clear client records.
- Strong verbal and written communication skills to clearly and concisely exchange information with a wide variety of contacts;
- Strong interpersonal skills to effectively liaise, mediate and consult with tenants, families, other team members and community contacts, and teamwork skills;
- Interviewing, assessment and objective observational skills.
- Ability to work both independently and within a team environment.
- Ability to manage a case load in terms of priority and controls.

Knowledge

- Knowledge of relevant legislation and policies including Residential Tenancies Act;
- Knowledge of community and housing resources;
- Knowledge of housing, poverty issues and other social issues.

Relief Contract Position – Up to 35 hours per week

Hourly Rate: \$20.88/hour

Earliest Anticipated Start Date: Monday August 13th 2018

Hours of Work: Monday to Friday, 9:00am-4:30pm

Location: Hamilton Ontario

Closing Date of Posting: August 9th 2018

Interested individuals please submit a resume to jobs@housinghelpcentre.ca

This job is a union position in the Unifor Local 504 bargaining unit.