



## WoodGreen Community Services *Job Posting* **COMMUNITY DEVELOPMENT HOUSING WORKER**

### Our Vision:

A Toronto where everyone has the opportunity to thrive

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<b>Employment Type:</b>	Full-time – Bargaining Unit
<b>Work Hours:</b>	35 hours/week (M, T, W, F: 9 AM – 5 PM; Th: 11 AM – 7 PM)
<b>Salary:</b>	G7 - \$47,517/year
<b>Application Deadline:</b>	September 17, 2017 by 5:00 pm

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#### Who We Are

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 80<sup>th</sup> year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We're a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit [www.woodgreen.org](http://www.woodgreen.org) to learn more about who we are and what we do.

#### Program Overview – Housing, Housing & Homelessness Services

The Housing & Homelessness Services Unit's primary goal is to help street involved people and/or those with low income to find and maintain appropriate housing and work within an eviction prevention model. The philosophy of this work is in keeping with WoodGreen's commitment to community building and development, anti-discrimination and harm reduction.

#### What You Will Do

- Direct involvement in building strong and healthy tenant's community through activities facilitating tenant participation, building relationships among tenants, strengthening tenant connections with the community and support empowerment and self-sufficiency.
- Facilitate and promote tenant engagement and ownership in the housing community and organize education activities providing tenants' with a new knowledge or skills.
- Engage and build positive relationships with individual residents and the community.
- Provide support and advocacy to help residents manage ongoing inter/intrapersonal concerns.
- Intervene in crisis/conflict resolution situations and mediate disputes between residents as it pertains to their tenancy (for example: noise, interpersonal conflict, use of facilities, cleanliness).
- Identify and address, either directly or through referral, barriers to tenants maintaining their housing.
- Work from an eviction prevention model to support tenants to maintain tenancy through regular follow up, case conference meetings and liaising other pertinent supports.
- Responsible for administrative duties related to Non-Profit Social Housing. This includes Rent Geared to Income calculation, generating tenant leases, collection of rents and arrears.
- Prepare letters, notices and memos and other needed correspondence to tenants.
- Work in collaboration with onsite Building Services staff to ensure building facility and units are in good repair.

- Receiving and recording of tenant request for pest control and maintenance, (units and/or building). Educating tenants regarding pest control process.
- Coordinate unit turnover process in collaboration with Building Services staff.

### **What You Bring to the Team**

- Undergraduate degree in Social Sciences, Social Work or related.
- Minimum 2-3 years direct experience with supporting individuals who have history of street involvement and/or individuals with low income.
- 2-3 years working experience in developing and implementing community programs promoting healthy, active tenant communities designated to respond to the needs of tenant population.

### **What Will Set You Apart**

- Demonstrated knowledge, understanding and experience working with diverse population of individuals who may have experienced violence, substance use, abuse and /or homelessness.
- Demonstrated experience in crisis response and intervention, de-escalation, advocacy and negotiation skills. Comfortable working in an environment in which clients may be angry and exhibit anti-social behaviors.
- Strong interview, assessment, analytical and problem solving skills.
- Strong knowledge of community resources to support low-income individuals; individuals with a history of mental health or substance use; individuals with history of trauma.
- Demonstrated knowledge of client centered and anti-oppressive frame works.
- Knowledge of issues faced by newcomers to Canada.
- Demonstrated cultural competency with ability to communicate clearly with individuals from diverse ethno-cultural backgrounds and levels of abilities
- Knowledge and understanding of the Residential Tenancies Act, the Housing Services Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act
- Strong ability to work collaboratively or individually, to multi-task, organize and prioritize efficiently.
- Excellent verbal and written communication skills.
- Verbal and written knowledge of Cantonese language will be an assets.

### **Why You'll Want to Work With Us**

At WoodGreen you will be part of an amazing team that does amazing things for our community.

We offer:

- ✓ Competitive salary and excellent benefits packages for PSW, contract and full-time employees
- ✓ Ongoing training and opportunities for career advancement within the organization
- ✓ Formal staff recognition and appreciation programs
- ✓ Access to group discount programs and purchases

### **To Apply**

Submit your resume and cover letter, **quoting the position title in the subject line**, as follows:

<b>WoodGreen employees ONLY to:</b>	<a href="mailto:hrjobs@woodgreen.org">hrjobs@woodgreen.org</a>
<b>External applicants to:</b>	<a href="mailto:housingjobs@woodgreen.org">housingjobs@woodgreen.org</a> Attn: Kevin McDonald

***WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at [hrjobs@woodgreen.org](mailto:hrjobs@woodgreen.org) of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.***