



WoodGreen Community Services Job Posting

WoodGreen Community Services is one of the largest social service agencies in Toronto. A founding United Way of Toronto member agency, WoodGreen has grown to span 36 locations and serves 37,000 people each year. WoodGreen helps people find safe, affordable housing, seniors live independently, internationally-trained professionals enter the job market, parents access childcare, children and youth access after-school programs, newcomers settle in to Canadian life, homeless and marginalized people get off the streets and youth find meaningful employment and training. Visit www.woodgreen.org for more information.

Internal Candidates only may apply:	February 15 – 17, 2017
Job Posting Application Deadline	March 1, 2017 at 5:00 pm
Job Title:	Community Development Housing Worker
Program & Unit:	Housing & Homelessness Services
Work Week:	35 hours/week – M, T, W, F 9:00 – 5:00; Th 11:00 – 7:00 Additionally evenings and weekends may be required on an occasional basis
Salary Grid Level:	G8 - \$47,817/year
Employment Category:	Bargaining Unit – Full-time

Program Overview

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.

The CD Housing Worker initial placement will be at our Homeward Bound Campus Site. WoodGreen's Homeward Bound is an innovative program designed to help women and their children transition from shelter life to economic self-sufficiency. The Homeward Bound program provides supports through employment training, transitional housing, on-site child care, one-on-one counseling for the mothers and their children, and many other vital services. The program's primary goal is to support 76 women and their children to move into independent housing and to have employment with family sustaining incomes within 4 years.

Position Summary

This position is responsible for property management and administrative duties in a subsidized housing environment. Also responsible for facilitating the involvement of tenants in their housing community according to the enhanced management and community development objectives reflected in the housing program.

Main Responsibilities:

- Responsible for administrative duties related to Rent-Geared-to-Income Housing. This includes RGI rent calculation, generating tenant leases, collection of rents and arrears.
- Ability to engage with and build positive relationships with individual residents and the community. Provide support and advocacy to help residents manage ongoing inter/intrapersonal concerns.
- Facilitate and promote tenant engagement and ownership in the housing community.
- Develop community building programming to engage residents, to encourage social interaction and support empowerment and self-sufficiency.
- 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 with Homeward Bound and other pertinent supports.

- 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 maintenance (units and/or building)
- Maintain confidential client files and accurate service statistics, records, reports and other documents as required with respect to administration, finance, tenants and community development

Required Education and Registration:

- B.S.W. or related undergraduate degree, plus relevant work experience

Preferred Qualifications:

- Minimum 2-3 years direct experience in social services with supporting individuals who have history of street involvement and/or individuals with low income.
- Excellent understanding of the Residential Tenancies Act, the Housing Services Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act
- Demonstrated knowledge, understanding and experience with working with women who may have experienced violence, addictions, abuse and /or homelessness.
- Knowledge of issues faced by newcomers to Canada.
- Demonstrated knowledge of client centered, feminist, and anti-oppressive frame works
- 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 behaviours.
- Strong knowledge of community resources to support low-income individuals; individuals with a history of mental health or addictions; individuals with history of trauma
- Demonstrated cultural competency with ability to communicate clearly with individuals from diverse ethno-cultural backgrounds and levels of abilities
- Strong ability to work collaboratively or individually, to multi-task, organize and prioritize efficiently
- Strong interview, assessment, analytical and problem solving skills
- Excellent verbal and written communication skills.
- Previous property management experience including lease administration, rent collection and unit turnover management.

To Apply:

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

WoodGreen employees ONLY – apply to hrjobs@woodgreen.org. Please note that external applications sent to this e-mail will not be forwarded and will be deleted.

All other applicants – apply to housingjobs@woodgreen.org Att: Jessica Ostrom

We are an equal opportunity employer. We welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the *Human Rights Code*. We are committed to integration and maintaining the independence of individuals and removing barriers to accessibility in the workplace. We are committed to full compliance with the *Human Rights Code*, the *Accessibility For Ontarians With Disabilities Act*, the *Pay Equity Act*, the *Occupational Health and Safety Act*, and all other applicable legislation.

WoodGreen is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.