



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. Now in our 80th 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:	June 30 – July 5, 2017
Job Posting Application Deadline	July 16, 2017 – 5:00PM
Job Title:	Housing Support Worker
Program & Unit:	Housing Help Services, Housing & Homelessness Services
Work Week:	35 hours
Salary Grid Level:	G7 - \$47,517/year (current employees at G8 will remain at their current salary)
Employment Category:	Bargaining Unit – Full-time

Program Overview

The Homelessness and Housing Help Unit's primary goal is to help homeless people and those living on low income find and keep appropriate housing and prevent evictions whenever possible. The philosophy of this work is in keeping with WoodGreen's commitment to community development, anti-discrimination and harm reduction.

Position Summary

This position is responsible to the Manager of Homelessness and Housing Help for providing supports to individuals to obtain, maintain and stabilize their housing. Services include crisis intervention, informal counselling, mediation with landlords and other tenants, referrals to appropriate community support services, and assistance with maintaining access to rent supplement and income supports, and moving to more suitable housing.

Main Responsibilities:

- Provide housing access supports, relocation services and follow up.
- Provide accompaniment to appointments to services and to view new housing options or meet with landlords.
- Work closely with key stakeholders and other service providers in the community. Develop and utilize a communication plan to maintain ongoing communication with tenants and other partners.
- Utilizing a case management approach, provide ongoing support to participants that assist them in obtaining and maintaining their housing and connect them to a variety of community resources, through home visits, drop-in services, accompaniment to community resources, and scheduled appointments.
- Respond and provide support during crisis situations.
- Engage in Tenant/Landlord Mediation preventing evictions and relocations, whenever possible.
- Work with participants to enhance their capacity to access community resources, including housing and support services, and develop effective problem solving strategies.
- Actively take part in each Program Steering and Services Committee, noting any policy recommendations, identifying issues, providing program updates.
- Develop and maintain working relationships with partnering agencies, including but not limited to Housing Connections, Ontario Works and Ontario Disability support Program, the Toronto Disaster Relief Committee, other Housing Help Services, and community resources.
- Document and communicate with Housing Connections on an ongoing basis to ensure that participants maintain their eligibility for rent supplements and/or other housing programs.
- Liaise with Ontario Works, Ontario Disability Support Program, and other community resources to ensure that participants have access to and maintain the eligibility for income supports.
- Develop and implement strategies with participants so they enhance their skills to access other community resources, supports, and housing options, working toward long-term independence.
- Gather program statistics and narrative reports, which identify program trends and issues.

- Work with participants to improve their access to community resources, including within Ontario Work, Ontario Disability Support Program, and Housing Connections, and develop new initiatives, which promote greater access to community services and resources.
- Keep organized records and files, keeping the Manager of Homelessness and Housing Help updated and informed of various systems that are developed or changed.

Required Education and Registration:

- BSW or related undergraduate degree.

Preferred Qualifications:

- Two (2) years direct experience in helping street-involved/homeless individuals, and those at risk of losing their housing, to obtain and maintain their housing.
- Proven skills in providing housing help and /or information referral services.
- Working knowledge of the Residential Tenancy Act.
- Strong intake and assessment skills, advocacy and negotiation skills.
- Experience working with homeless/street involved individuals, tenants, substance users and landlords.
- Strong landlord/tenant mediation skills.
- Excellent case management skills.
- Supportive counseling and harm reduction skills.
- Experience working with diverse communities.
- Knowledge of resources in Toronto.
- Ability to exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs.
- Highly developed ability to plan, prioritize work, multi-task and remain flexible to accommodate competing demands.
- Computer skills (MS word, excel and Internet).
- Valid First Aid/CPR Certificate.

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 At: Brian Paul, Housing & Homelessness Services

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.