**JOB POSTING (Detailed)**

**OTTAWA SALUS CORP**

**POSITION TITLE: HOUSING COORDINATOR**

**POSITION TYPE: PERMANENT, FULL TIME (Unionized)**

**HOURS OF WORK: Monday to Friday 8:30 am – 4:30 pm**

**SALARY RANGE: $49,340 - $56,420, plus benefits, including HOOPP pension**

**DATE OF POSTING: April 12, 2017**

**DATE OF CLOSING: April 23, 2017**

**JOB SUMMARY:**

* Works as part of a team with responsibility for the ongoing development, coordination, and administration of access to the agency’s housing stock.
* Implements mechanisms to promote effective communication and service delivery between/and with, referral agencies, tenants, families, the public at large and the corporation.
* Promotes Salus and it’s Mission by being aware of, and sensitive to our clientele’s needs, rights, and concerns, as well as representing the agency to network contacts and relevant associations.

**DUTIES:**

* Represents Salus’ philosophy and values as they relate to our housing
* Handle interactions in a professional and respectful manor, reflecting an understanding of mental health and addictions related issues
* Develop and maintain working relationships with internal/external support professionals and community partners

*Turnover/Vacancy Coordination:*

* Determine preliminary suitability to housing match, provide site information, receive and screen applications, show units, co-ordinate interviews with applicants and their support workers
* Respond to inquiries from housing applicants and their supports regarding Salus’ housing vacancies, applications, admission criterion and the placement process

*Tenancy Problem Solving:*

* Provide some clinical assessment of mental health related housing & support needs
* Respond to complaints, handle conflict among tenants
* Seek out and coordinate community supports for tenants whose housing is at risk to resolve tenancy-related problems
* Take disciplinary action with LTB when necessary

*Property Management Support:*

* Work with property manager and maintenance team to ensure that health and safety measures are being met in all units and buildings
* Act as liaison between tenants and property staff/external contractors - Including ensuring tenants are prepared for pest control treatment and seeking out additional supports as needed

*Housing Administration:*

* Prepare and maintain all paperwork related to placement, transfers, vacancies, lease signing, tenant correspondence, income verification, rent calculations, etc.
* Maintain waiting lists and tenant files
* Prepare weekly update for staff, periodic statistical reports, and contribute to tenant handbook, fact sheets, newsletter articles when necessary

*Other duties as assigned*

**QUALIFICATIONS:**

* University graduation in a related field.
* Experience working with adults with severe and persistent mental illness.
* Experience with landlord/tenant relations and residential tenancy legislation.
* Experience in the use of database systems and spreadsheets.
* Use of own vehicle and a valid driver’s license.
* Bilingualism in French & English
* Must supply a current Clear Police Reference Check for Vulnerable Sector.

**SKILLS:**

* Excellent written and verbal communication skills in both official languages
* Ability to work co-operatively with team members, managers, support workers, clients and community partners
* Sensitivity to and respect for our clients
* Effective and creative problem-solving skills
* Strong conflict resolution, negotiation and crisis intervention/prevention skills
* Ability to work independently, create work plans, work under pressure to meet deadlines
* Able to represent the agency appropriately in order to enhance the agency’s reputation
* Sound knowledge of mental health resources
* Strong computer skills including working knowledge of Microsoft Office and Excel.
* Familiarity with relevant legislation including the Occupational Health and Safety Act, the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act (AODA), Residential Tenancies Act (RTA), Mental Health Act, Personal Health Information Protection Act (PHIPA), Housing Services Act, and Ontario Fire and Building Codes.

**REPORTS TO**:

THE SENIOR MANAGER, PROPERTY & ADMINISTRATION

***We thank all applicants, however, only those candidates to be interviewed will be contacted.***