



**OTTAWA SALUS CORPORATION
INTERNAL/EXTERNAL
JOB POSTING**

Everyone is talking about mental illness. We are doing something about it. You can help.

Ottawa Salus is currently recruiting for a Housing Coordinator position.

Ottawa Salus is a leading provider of supportive housing and a wide range of services for hundreds of individuals living with serious mental illness. Salus offers support services to hundreds of clients, and tenants so that they can live independently and with dignity. We are a highly respected, not-for-profit supportive housing organization with a great team of staff.

For more information about Ottawa Salus, please visit <http://www.salusottawa.org>

JOB TITLE:	HOUSING COORDINATOR
Job Type:	1 Permanent full-time unionized position (35 hrs/week)
Language Requirement:	Bilingualism (English & French) required
Date of Posting:	October 2, 2019
Date of Closing:	October 14, 2019
Start date:	November 4, 2019 (or sooner if available)
Reports to:	Senior Manager, Property & Administration

PURPOSE:

The Housing Coordinator works as part of a team to coordinate and administer Salus housing with a focus on:

- the role of a landlord in the context of violations by tenants of their tenancy agreements and actions with the Landlord and Tenant Board;
- resolution of disputes between tenants;
- assessment of client appropriateness for Salus housing;
- rent determination and the collection of rent arrears and miscellaneous charges
- cooperation with others representing the landlord with respect to coverage and housing administration consistency.
- cooperation with the maintenance team with respect to maintenance issues as they affect tenants' occupancy of their housing.

- cooperation with finance and administrative staff to ensure accurate processing and documentation of applications, tenancies and rents.

The Housing Coordinator works to promote effective communication and service delivery for Salus tenants both within Salus and with external referral and service agencies, families, and the public at large. He / she is responsible for safeguarding the rights of the tenants and demonstrates sensitivity to client concerns as well as representing Salus in its role of landlord.

QUALIFICATIONS:

- University graduation in a related field.
- Experience working with homeless people and/or people living with severe and persistent mental illness.
- Experience with landlord/tenant relations and residential tenancy legislation.
- Demonstrated knowledge of Rent-Geared to Income calculations
- High level interpersonal and interviewing skills
- Experience in the use of database systems and spreadsheets.
- Valid drivers' license and use of own vehicle with appropriate insurance is required.

PRE HIRING REQUIREMENT

- Academic certificates
- Criminal reference check (Vulnerable Sector Screening)
- Eligible to work in Canada

RESPONSIBILITIES include, but are not limited to, the following:

- Represent Ottawa Salus' philosophy and values as they relate to the administration of Salus supportive housing opportunities.
- Handle interactions in a professional, discreet manor, reflecting an understanding of mental health related issues and services.
- Develop and maintain working relationships/partnerships with other mental health and housing agencies and their representatives.
- Provide some clinical assessment of mental health related housing needs and determine preliminary suitability to housing match.
- Act as rental agent for Ottawa Salus.
- 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

KEY RELATIONSHIPS:

- Direct Supervisor
- Managers
- Clinical and Administrative Staff

SUITABILITY:

- Displays values and attitudes in keeping with the helping professions (i.e. sensitivity, respect, understanding, sincerity, genuineness, perseverance, patience, compassion, positive outlook, non-judgmental attitude, acceptance, tolerance, etc)
- Client-centered, caring, supportive and reliable
- Sound judgment and common sense in decision making and problem solving; critical thinking, intelligence
- Demonstrates initiative, creativity, flexibility and independence

- Commitment to work and life-long learning.
- Demonstrates an ability to work in a multi-disciplinary team as well as an ability to take independent action and initiative in the job.
- Shows a commitment to work.
- Manages stress related to work environment.

KNOWLEDGE:

- Demonstrates specific knowledge of Residential Tenancies Act and Tribunal processes.
- Demonstrates specific knowledge of agency software and network systems.
- Demonstrates specific knowledge of health issues and of social problems associated with psychiatric disabilities and the impact of Mental Illness on functional capacity.
- Demonstrates specific knowledge of current approaches for mental health and addictions, harm reduction and client centered principles.
- Demonstrates understanding of Crisis and Suicide Intervention and Prevention.
- Demonstrates specific knowledge of Ottawa Salus policies and most particularly Housing policies.
- Demonstrates knowledge of local resources of use to our clients.

SKILLS:

- Excellent communication skills.
- Ability to establish positive and supportive relationships with clients.
- Ability to multitask and manage time.
- Maintain confidentiality.
- Work co-operatively with team, managers, support workers, clients.
- Work with ambiguity, operate with a flexible agenda, maintain productivity, incorporate new approaches, adapt to new and changing imperatives
- Work independently; create work plans, work to deadlines.
- Competent in technical writing demands of the position.
- Represent the agency to enhance the agency's reputation.
- Prevent and respond to crisis, including de-escalation and suicide intervention skills.
- Act as consultant and expert in the area of Housing Coordination and tenant relations.

SALARY AND BENEFITS:

The salary range for the position is \$51,324 to \$58,695 annually, depending on an individual's relevant experience.

HOOPP pension, plus a very generous benefits package including vacation days, statutory holidays, sick leave and other group benefits.

If you wish to apply for this position, please send your resume with a cover letter by email to HR@salusottawa.org with subject heading "Housing Coordinator" by October 14, 2019.

We thank all applicants for their interest; only those selected for an interview will be contacted.

Ottawa Salus is an equal opportunity employer and values diversity in its workforce. Do not hesitate to contact us if you require alternative arrangements to submit your application. Candidates requiring accommodation during the interview process should advise in advance.