



OTTAWA SALUS CORPORATION
INTERNAL/EXTERNAL JOB POSTING

Position:	Bilingual Housing Coordinator
Number of Position(s):	1
Position Type:	Permanent Full Time (35 Hours/Week)
Posting Date:	November 4, 2019
Closing Date:	November 15, 2019
Reports to:	Senior Manager, Property & Administration
Start date:	As soon as possible

Purpose:

Ottawa Salus owns and operates 216 units of supportive housing, including apartments, communal living environments, transitional housing and a single family home, for clients who are living with serious and persistent mental illness. Additionally, Salus facilitates access to affordable housing opportunities in the community for an additional 152 clients.

The Housing Coordinator works as part of a team, under the supervision of the Senior Manager, Property & Administration, to coordinate and administer Salus' permanent housing programs with a focus on:

- the establishment and stabilization of tenancies within Salus and in the broader community;
- eviction prevention and actions with the Landlord and Tenant Board as a last resort;
- 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.
- Cooperation with internal and external support services with respect to maintaining tenancies in good standing.

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 (eg: BA, Social Work, Psychology, Sociology)
- 3 years experience working with people experiencing homelessness and/or people living with severe and persistent mental illness
- Familiarity with support services and resources used or needed by client group
- Training in CPR, CPI, ASIST, Psychiatric Rehabilitation, Concurrent Disorders, ASL and LSQ are assets
- 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

Language requirement:

- Bilingualism (English and French) is essential.

Pre Hiring Requirement

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

Responsibilities:

Represent Ottawa Salus' philosophy and values as they relate to our housing development and availability.

- Be aware of Ottawa Salus policy and procedures.
- Be knowledgeable about and act within 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, the Child and Family Services Act, Personal Health Information Protection Act (PHIPA), Social Housing Reform Act, and Ontario Fire and Building Codes.

Handle interactions in a professional and discreet manner, reflecting an understanding of mental health, addictions, and homelessness related issues and services.

- Maintain confidentiality.
- Compliment Ottawa Salus capacity by referring to and cooperating with other services.
- Record accurately and report regularly to management.
- Provide project fact sheets and periodic statistical reports for Ottawa Salus.
- Prepare weekly housing update for staff.

Provide clinical assessment of addictions and mental health related housing needs and determine preliminary suitability to housing match.

- Maintain familiarity with Ottawa Salus housing criteria and capacity.
- Liaise with the Social Housing Registry of Ottawa in regards to screening of applicants.
- Organize and facilitate timely intake interviews for applicants.
- Communicate applicant's appropriateness for Ottawa Salus Housing, details where criteria are not met and alternative resources where possible.
- Act as liaison with housing applicants and their supports regarding Salus' housing vacancies, applications, admission criteria and the placement process.
- Communicate changes in prospective tenant's status regarding housing possibilities.

Coordinates and administers the community housing portfolios FSHP/TRHP Rent Supplements

- Liaise with FSHP/TRHP staff in establishing rent supplement agreements with private landlords.
- Administer the rent supplement including determination of initial/on-going eligibility, collection of all necessary documentation including agreements and issuance of subsidy.
- Works closely with Finance Department about payments and budgets to accommodate and support the agreements.
- Ensures all landlord payments are made in a timely fashion.
- Liaises with landlords to ensure they are satisfied with the services received.
- Deals with problem situations as they arise in the units in an effective and timely manner.

City Rent Supplement/Housing Allowances

- Screen, coordinate and refer qualifying clients to the City.

- Support Case Management and Rehabilitation staff in identifying suitable rental accommodation and establishing City rent supplement agreements with the private landlords.
- Support clients in maintaining successful tenancies by linking clients to additional resources and mental health services as necessary.

Direct Referral Agreements

- Screen, coordinate and refer appropriate clients to partner housing agencies for priority access to rental units.
- Attend viewings, lease signings, and tenancy meetings as required.
- Collect consents and enter into tri-party collaboration agreements between the landlord, client and Salus.
- Work in collaboration with clients, their MHCSS or ACTT supports and partner housing agencies in establishing and maintaining successful tenancies.

Coordinates, administers and acts as rental agent for Ottawa Salus to ensure maximum occupancy:

- Monitors vacancies and turnover, coordinates with property manager to ensure timely rental of the units
- Conducts tenant selection process and coordinates tenant placements and/or referrals in a timely and efficient manner
- Maintains resident housing list, transfers and internal wait lists.
- Liaises with the Social Housing Registry with respect to waitlist administration, applicant screening and household arrears reporting.
- Responsible for tenant onboarding: housing interview, unit viewing, file establishment/administration, lease signing, move-in process and orientation.
- Administers rent subsidies including rent calculations, income verification and rent increases.
- Monitor rent payment in conjunction with finance staff, and sets up repayment plans for tenants in arrears.
- Initiate action with The Landlord and Tenant Board, seeks legal advice and/or representation in conjunction with the Senior Manager of Property & Administration as necessary.
- Produce tenant handbook and newsletter articles 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.
- Act as Salus liaison to facilitate emergency access to units for police, ambulance, and fire services.
- Accompany Salus maintenance staff on property inspections and assist tenants with necessary follow up.
- Identify and eliminate fire hazards; for example, bicycles and other items blocking means of egress, unsafe use of open flames like candles, unsafe use of stoves and heaters, or unsafe smoking.
- Identify safety and security issues at both the individual and building levels and work with tenants and Community Development staff to address those issues.
- Ensure that the privacy and confidentiality of tenants is maintained within established standards, obtaining consent as required.
- Identify housing or tenancy destabilization trends to help inform Community

Development programming.

Tenant Relations and Support Services:

- Actively participate at all team meetings and actively participate in and initiate case conferences as needed. The housing coordinator must identify issues and problem solve with tenants and staff, encouraging constructive dialogue amongst all team members and partners, clarify roles, and actively mediate conflicts as they may arise between participants.
- Work with Community Development staff from a change management perspective to identify and help implement best practice processes and approaches around eviction prevention and supportive property management.
- Conduct ongoing evaluation of the effectiveness of the interventions.
- Be knowledgeable and up-to-date concerning trends, issues and information relevant to people in the target population(s).
- Become familiar with and uphold Ottawa Salus' tenancy and eviction prevention policies.
- Work with other service professionals and institutions for the purpose of information, knowledge exchange, referrals as well as systemic and individual advocacy. Provide crisis intervention and/or refer unsupported clients to Case Management Services as needed.

Provides consultative services to Salus Frontline staff in the area of housing:

- Provides up-to-date and accurate information to staff on housing availability, both within the agency and through community housing partnerships.
- Provides up-to-date and accurate information to staff on housing laws and regulations and on other housing-related issues.
- Identifies sources for subsidies and funding available for housing.
- Provides individual consultation to staff as requested about the readiness of individuals for housing and risk analysis regarding their tenancy.
- Delivers presentations to staff on the housing program, system changes and how to work the processes involved in successful placement and tenancy.

Key Relationships:

- Direct Supervisor
- Managers
- Community Development, Case Management, Maintenance and Administration 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, empathy, etc.)
- Reliable, Client-centered, caring and supportive.
- Sound judgment and common sense in decision-making, problem solving and critical thinking.
- 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.
- Manages stress related to work environment with appropriate work-life balance.
- Willingness to work in a variety of environments: The Housing Coordinator, works out of a main service location, but in the course of their daily work, may be exposed to unpredictable behaviour of tenants/visitors, pests, unpleasant odours, and unhygienic conditions in tenant apartments including hoarding, bodily fluids, and used drug paraphernalia.

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 non-verbal and verbal (spoken and written) 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 and efficiently, create work plans, meet deadlines.
- Represent the agency to enhance the agency's reputation.

Salary range:

As per the Collective Agreement (\$28.20 to \$32.25 per hour)

Why Work at Ottawa Salus?

Salus has a proven record of accomplishment of supporting clients and tenants with serious and persistent mental illness in the Ottawa area. The value of our work we provide to our clients and tenants is changing lives. The pride felt by our staff makes working here a fulfilling experience.

We offer all these and many more including

- competitive earnings
- generous Health benefits and pension plan (HOOPP)
- compressed work week
- flexible work start and end times
- paid vacation days
- a friendly team who create a great work environment

Application instructions:

If you wish to apply for this position, please send your resume and cover letter as a single document by email to **HR@salusottawa.org** with the subject heading "Housing Coordinator". While 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.