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Housing Help / Aide Logement

Housing Caseworker (Bi-lingual imperative)

Full time/permanent position

Housing Help / Aide Logement assists families and individuals who are homeless or at risk of homelessness to access and maintain appropriate, affordable housing. The Caseworker provides intervention, information and support to stabilize tenants' living situations.

Responsibilities:

- Assess and identify immediate and long-term needs of individuals and families who are at risk of homelessness
- Provide intervention, assistance and support to resolve housing crisis
- Assess and identify the range of supports required by individuals or families to enable them to maintain housing
- Advocate on behalf of clients
- Advocate with landlords to resolve tenancy issues
- Work with communities and neighbours to resolve conflict
- Provide information and assistance to clients seeking private market or social housing

The ideal candidate will have the following personality traits:

- **Empathetic** – Ability to understand and share the feelings of others.
- **Emotionally resilient** – Can cope with stressful or emotionally intense situations.
- **Patient** – Maintains calm and composure, especially when dealing with challenging clients.
- **Culturally sensitive** – Respects and understands diverse backgrounds and identities.
- **Compassionate** – Driven by a real desire to help people improve their lives.
- **Non-judgmental attitude** – Accepts clients without bias or prejudice.
- **Collaborative** – Able to work with others and value others opinions

Qualifications:

- University degree or College diploma in the social services field
- 3 years relevant experience working in the social service and/or housing sector
- Knowledge of resettlement issues and able to work in a culturally sensitive environment
- Demonstrated crisis intervention and counselling skills
- Excellent communication and organizational skills
- Knowledge of community resources
- Familiarity with issues related to poverty and homelessness



- Familiarity with housing issues
- Knowledge of the Residential Tenancies Act
- Ability to speak, read and write both English and French

Starting salary \$54,000

Hours of work are Monday to Friday 8:00-4:00 (35 hours a week)

Plus, paid vacation and sick leave and a very generous benefits package

Free parking

Please submit application by email to Shea@housinghelp.on.ca no phone calls please.