



OTTAWA SALUS CORPORATION **JOB POSTING**

Position:	Housing Coordinator (Bilingual)
Number of Position(s):	One (1)
Position Type:	1-Year Temporary full time unionized (35 Hours/ Week: Monday to Friday)
Language:	Bilingualism (English/French) is required
Reports to:	Program Manager, Housing Services

Purpose of Position:

Ottawa Salus owns and operates 200+ 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 150+ clients.

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

- The establishment and stabilization of tenancies in 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
- 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
- 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. They are responsible for safeguarding the rights of the tenants and should demonstrate sensitivity to client concerns as well as represent Salus in its role of landlord.

Qualifications:

- Bachelor's degree in a relevant discipline (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 resources used or needed by our clients/tenants
- 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:

- Full proficiency in written and oral communication in English and French is required.

Pre Hiring Requirements:

- Academic certificates
- Criminal reference check (Vulnerable Sector Screening)
- Eligible to work in Canada
- Valid drivers' license and use of own vehicle
- Proof that the successful candidate has received both doses of a Health Canada approved COVID 19 vaccine at least 14 days before the first day of work, subject always to Ottawa Salus' duty to accommodate under the Ontario Human Rights Code

Responsibilities:

- Represent Ottawa Salus' philosophy and values as they relate to our housing development and availability
- Handle interactions in a professional and discreet manor, reflecting an understanding of mental health, addictions, and homelessness related issues and services
- Provide clinical assessment of addictions and mental health related housing needs and determine preliminary suitability to housing match
- Coordinates, administers and acts as rental agent for Ottawa Salus to ensure maximum occupancy
- Provides consultative services to Salus Frontline staff in the area of housing
- Provide referrals for Salus and City rent supplements, housing allowances and to community partners using the existing Direct Referral Agreements

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

Salary range:

As per the Collective Agreement (\$34.25-39.86 per hour)

Application instructions:

If you wish to apply for this position, please submit your resume and cover letter via the Careers page [Careers – Ottawa Salus Corporation](#)

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.