



WoodGreen Community Services *Job Posting*

Our Vision:

A Toronto where everyone has the opportunity to thrive

Community Development Housing Worker

Employment Type:	Full-Time, Bargaining Unit
Work Hours:	35 hours/week
Salary:	G7 - \$48,158
Application Deadline:	March 26, 2018 by 5:00 pm

Who We Are

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 80th year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We're a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit www.woodgreen.org to learn more about who we are and what we do.

Program Overview – Streets to Homes, Housing & Homelessness Services

The Housing & Homelessness Services unit's primary goal is to help street involved people and/or those with low income to find and maintain appropriate housing and work within an eviction prevention model. The philosophy of this work is in keeping with WoodGreen's commitment to community building and development, anti-discrimination and harm reduction.

What You Will Do

- Direct involvement in building a strong and healthy tenant community through activities facilitating tenant participation, relationship building, strengthening tenant connections with the community and supporting empowerment and self-sufficiency.
- Facilitate and promote tenant engagement and ownership in the housing community.
- Organize educational activities providing tenants' with new knowledge and/or skills.
- Ability to engage with and build positive relationships with individual residents and the community.
- Provide support and advocacy to help residents manage ongoing inter/intrapersonal concerns.
- Intervene in crisis/conflict resolution situations and mediate disputes between residents as it pertains to their tenancy (eg: noise, interpersonal conflict, use of facilities, cleanliness).
- Identify and address, either directly or through referral, barriers to tenants maintaining their housing.
- Work from an eviction prevention model to support tenants to maintain tenancy through regular follow up, case conference meetings and liaising other pertinent supports.
- Responsible for administrative duties related to Non-Profit Social Housing including Rent Geared to Income calculation, generating tenant leases, collection of rents and arrears, preparing N-4 and N-5 eviction notices, etc.
- Work in collaboration with onsite Building Services staff to ensure building facility and units are in good repair, receive and record tenant requests for pest control and maintenance and educating tenants regarding pest control process.

What You Bring to the Team

- BSW or related undergraduate degree, plus relevant work experience.
- Minimum of 2-3 years of direct experience in social housing with supporting individuals who have a history of street involvement and/or individuals with low income.
- 2-3 years working experience in developing and implementing community programs promoting healthy, active tenant communities designated to respond to the needs of tenant population.

What Will Set You Apart

- Demonstrated knowledge, understanding and experience working with a diverse population of individuals who may have experienced violence, substance use, abuse and/or homelessness.
- Demonstrated experience in crisis response and intervention, de-escalation, advocacy and negotiation skills.
- Comfortable working in an environment in which clients may be angry and exhibit anti-social behaviours.
- Strong interview, assessment, analytical and problem solving skills.
- Strong knowledge of community resources to support low-income individuals; individuals with a history of mental health or substance use; individuals with history of trauma.
- Demonstrated knowledge of client centered and anti-oppressive frameworks.
- Knowledge of issues faced by newcomers to Canada.
- Demonstrated cultural competency with ability to communicate clearly with individuals from diverse ethno-cultural backgrounds and levels of abilities.
- Knowledge and understanding of the Residential Tenancies Act, the Housing Services Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, etc.
- Previous non-profit property management experience including lease administration, rent calculation, rent collection unit turnover management and pest management.
- Knowledge of HM Worx and Rent Magic will be considered an asset.
- Strong ability to work collaboratively and individually, to multi-task, organize and prioritize efficiently.
- Excellent verbal and written communication skills.
- Verbal and written knowledge of Cantonese language will be considered an asset.

Why You'll Want to Work With Us

At WoodGreen you will be part of an amazing team that does amazing things for our community.

We offer:

- ✓ Competitive salary and excellent benefits packages for PSW, contract and full-time employees
- ✓ Ongoing training and opportunities for career advancement within the organization
- ✓ Formal staff recognition and appreciation programs
- ✓ Access to group discount programs and purchases

To Apply

Submit your resume and cover letter, **quoting the position title in the subject line**, as follows:

WoodGreen employees ONLY to:	hrjobs@woodgreen.org
External applicants to:	careers@woodgreen.org

WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.