



Position: Housing Support Worker - Permanent

Competition #: 07-2022
Classification: Non-Union
Rate of Pay: \$57,528- \$79,900
Hours of Work: Full-time - 35 hours per week
Start Date: To be negotiated with successful candidate
Location: Peterborough, with area travel
Posting Date: May 20, 2022

This is a permanent, full-time position within the Resident Services Department of the Operations Division of Peterborough Housing Corporation. The position will report to the Resident Services Manager.

Position Summary

Within a housing corporation of over 1,200 units, the Housing Support Worker (HSW) assists with selected community housing properties by resolving complex tenant and community issues, developing, and maintaining safe, healthy communities, and retaining tenancies. The HSW aids and supports individuals experiencing a range of mental health and other life challenges to promote the best opportunities for personal success. The HSW promotes the safety and security of the building while encouraging independence, responsibility, and the healthiest lifestyle possible for residents.

Responsibilities

- As a member of the PHC Resident Services team, assist with program long-term goals and priorities, effective and best practices as well as legislative and professional compliance for the organization from a Housing Support Worker perspective.
- Promote positive resident choices about activities of daily living (cooking, cleaning, laundry, budgeting, pest control management) and support positive resident choices by providing guidance and assistance where appropriate.
- Educate and facilitate information to tenants of all applicable policies/programs.
- Facilitate and/or mediates resolution of difficult, complex tenancy and community problems (e.g., neighbour disputes, anti-social behaviours, health issues).
- Liaise or advocate between residents and Resident Services to achieve successful dispute resolution:
- Assist residents in interpreting or clarifying policies and procedures under the Housing Services Act and Residential Tenancies Act and other legislation related to housing.
- Attend meetings to present reports and recommendations, to respond to questions related to areas of responsibility, and to keep abreast of organization-wide initiatives, issues, and priorities.
- Provides oversight of pre-determined budget expenses. Provides preparation and monitoring of approved budget programs with some discretion of minor expenditures and relocation of expenses.
- Assist in the supervision of summer and placement students.
- Provides input to short and long-term strategic direction, priorities and plans for the Department in accordance with Departmental priorities and objectives. Works within framework provided by PHC, operating procedures and general objectives.
- In collaboration with the Resident Services Team, assist with the effective and efficient operation of buildings including compliance with government regulations and achievement of maintenance and life safety standards.



Qualifications

- Preferred candidate will have a minimum 2-3 year post secondary diploma or equivalent in Social Services / Community Development
- 4 years experience working in Social Housing / Property Management
- Proven skill with counselling, crisis intervention, group facilitation and consensus-building techniques
- Knowledge of Residential Tenancies Act and Tribunal procedures, Housing Services Act, Affordable Housing Act
- Ability to work both independently and co-operatively as the situation/issue requires
- Experience dealing with conflict and deescalating volatile situations
- Organizational and time-management skills and an in-depth knowledge of a wide range of community services for all ages and needs
- Intermediate-level proficiency in word processing, spreadsheet, and database software applications
- Excellent organizational skills and ability to work independently under pressure with speed and accuracy, to meet deadlines and manage multiple tasks simultaneously and accurately
- Excellent communication and interpersonal skills and the ability to relate effectively to staff and clients from a broad range of socioeconomic backgrounds
- Valid driver's license and be insurable
- Police and Vulnerable Sector Check required
- Proof of COVID-19 Vaccination required

Only those applicants selected for an interview will be contacted. Applicants will be required to complete testing as part of the interview process.

Complete Job Description available at
<https://ptbohousingcorp.ca/about-phc/careers/>

Deadline for Application Submission is 4:00pm, June 3, 2022
Only applications received by the deadline will be considered

Please direct your application to the Director of Corporate Services

“CONFIDENTIAL – Housing Support Worker 07-2022”

Peterborough Housing Corporation, 526 McDonnell Street, Peterborough, ON, K9H 0A6
Fax (705) 742-1404 phc_hr@ptbohousingcorp.ca

Peterborough Housing Corporation is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code.