

JOB POSTING

Job Title: Program Worker (Housing Help)

Status: Permanent, Full-time

Hourly Rate: \$19.51/hour

Posting Date: September 12, 2022

Department: Housing Services

Number of Positions: 1

Bargaining Unit: Unionized

Posting Close: September 23, 2022

East York/East Toronto Family Resources (EYET) is a non-profit multi-service agency providing a range of services, resources and supports to individuals, families and the community in key areas: early learning and child care, housing, outreach and community services within a community development and capacity building framework. EYET is committed to accountability, responsiveness, inclusion, innovation and collaboration. EYET offers a competitive salary wage and has a great supplementary benefits package (including dental) which is 100% employer paid, in addition to a generous vacation and sick credit package.

Position Summary

EYET is currently seeking experienced Housing Help Worker applicants for a Permanent Full-time position in the EYET Housing Services Department. The successful Program Worker applicant, with direction from the Manager, Housing Services provides housing help support through: client intake, assessment, follow up, referral and advocacy. The Program Worker will also provide housing access support, including private market, social and supportive housing information including provision of support for Access to Housing. Housing help support also includes housing stabilization and eviction prevention services, working with other members of the direct service team. The Program Worker will contribute to community outreach and public education, and work to achieve specified departmental outcomes and deliverables within the context of the EYET Mission and Strategic Plan.

Key Responsibilities Include

- Conduct holistic client intake, assessment and case planning services, utilizing a client-centred, anti-oppression and strength-based approach to clients of services to assist them in securing permanent housing;
- Establish and work in partnership with not-for-profit housing providers, private landlords, Access to Housing and Alternative Housing Providers
- Create and maintain accurate and up-to-date client database records;
- Maintain housing help best practices in all aspects of service provision;
- Support clients' access to the full spectrum of housing subsets, including subsidized, supportive, private market housing, and EYET's housing and homelessness web pages, and Affordable Housing Listing
- Support clients' access to income supports, financial assistance (Rent Bank, OESP, Leap) including money management;
- Collect and display accurate resource information on housing advocacy for clients;
- Collect information on and participate in team, agency and partner communication on systemic housing issues;

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- Attend and participate in advisory committees as needed, including agency partners' meetings;
 - Assume tasks delegated by the Manager, Housing Programs and Services which emerge from evolving program needs including performing staff coverage of the Housing Help Centre;

Minimum Qualifications

Interested candidates should possess:

- Completion of a 2 year Post-Secondary School Diploma or an equivalent combination of education and experience
- Demonstrated knowledge of housing help best practices and of the Residential Tenancies Act.
- Proven understanding of diverse and vulnerable people's needs, and relevance of the intersectionality of housing help with other sectors.
- Previous experience with office support duties i.e. clerical, filing, data review/ support.
- Familiarity/Experience with Microsoft office is highly desirable, with excellent computer literacy skills.
- Experience working within a not-for-profit, community based agency, is an asset
- Minimum of 1 year experience in office support or similar role
- Strong oral and written English language communication skills.
- Excellent organizational skills
- Ability to work both independently and within a team context.

Please send your resume and cover letter to jobs@eyetfrp.ca being certain to include "Housing Program Worker Hiring Committee" in the email subject line no later than **4:30 p.m. on Friday September 23, 2022**. Applicant resumes and cover letter should be sent as a single PDF or MSWord document saved using a filename that includes the applicant's first and last names.

Only e-mailed applications will be accepted. No telephone enquiries, please.
Individuals from equity-seeking groups are encouraged to apply.

Interviews may be scheduled prior to the closing date of the job posting.
Only candidates selected for interview will be contacted.