



Permanent Full-Time Position: Front-Line Worker

Action Housing has been providing community services for 30 years. We offer free and confidential help to low and moderate income individuals and families who are homeless, at risk of becoming homeless, or who are experiencing challenges that put their housing at risk. We offer support to those searching for housing on the private market, help with the subsidized housing application process, and assistance with obtaining benefits to prevent housing loss. We negotiate with landlords to resolve conflicts and obtain repairs, and we represent clients at the housing tribunal in order to avoid evictions.

DESCRIPTION OF FUNCTIONS:

- General intake of people seeking our services.
- Provide general information on housing resources, and on the rights and responsibilities of tenants.
- Identify & evaluate the immediate needs of individuals and families facing challenges that threaten their housing situation.
- Provide coaching and tools for clients who are searching for housing on the private market.
- Help clients incapable of doing independent housing search.
- Work in collaboration with the front line team (one other front-line worker and the receptionist) to ensure all front-line work is fairly and appropriately distributed; this includes covering the duties of the receptionist when she is away or when she needs help.

THE IDEAL CANDIDATE WILL HAVE:

- A minimum of a Bachelor's Degree in Social Work, Social Sciences or Law.
- Minimum one-year experience working with tenants' rights, social housing, or with community organizations delivering services to vulnerable populations.
- Direct experience working with vulnerable individuals.
- Some knowledge of social service programs and social housing in Ottawa.
- Intake experience.
- Counseling and crisis intervention experience will be considered an asset.
- Punctuality, effective time and priority management.
- Good organizational skills, and capable of initiative.
- The ability to work as part of a team.
- Excellent ability to communicate orally and in writing in both French and English.
- Knowledge of another language is an asset.

COMPENSATION:	Starting at 41,000 \$, 4 weeks paid vacation, 2% annual RRSP contribution, benefits after completing the 6-month probationary period.
SCHEDULE:	35 hours per week, 8:30am - 12:00pm and 1:00pm - 4:30pm Monday to Friday
PLACE OF WORK:	261 Montreal Road – Unit 200
START DATE:	ASAP

Please send your cover letter and resume **by 4:30pm on Tuesday, January 28, 2020.**

By email: emilie@action-logement.ca

By fax: 613-241-1526