



### Permanent Full-Time Position: Front-Line Worker

Action Housing has been providing community services for over 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 (comprised of two front-line workers 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 Bachelor's Degree in Social Work or Social Sciences, or a Diploma of College Studies in Social Work.
- Experience working with tenants' rights, social housing, and/or with community organizations delivering services to vulnerable populations; other fields of studies could be considered if they are paired with knowledge or experience with community organisations.
- The ability to work as part of a team.
- Good organizational skills, and capable of initiative.
- Excellent ability to communicate orally and in writing in both French and English; other languages will be considered an asset.
- Punctuality, and effective time and priority management.

Note: Having experience in an intake position, experience in counseling and/or crisis intervention will be considered an asset.

<b>COMPENSATION:</b>	Starting at 43,000 \$, 4 weeks paid vacation, 2% annual RRSP contribution, benefits after a period of three months.
<b>SCHEDULE:</b>	35 hours per week, 8:30am - 12:00pm and 12:30pm - 4:00pm Monday to Friday
<b>PLACE OF WORK:</b>	150 Montreal Road – Unit 305 / Work remotely (temporary)
<b>START DATE:</b>	As soon as possible

Please send your cover letter and resume **by 4:00pm on Thursday, September 22<sup>nd</sup>, 2022.**

By email: [emploi@action-logement.ca](mailto:emploi@action-logement.ca)

By fax: 613-241-1526