



**Permanent Full-Time Position
Front-Line Worker**

Action Housing is a registered charity that has been providing community services for 33 years. We offer free and confidential help to low and moderate income individuals and families who are experiencing challenges that put their housing at risk, who are at risk of becoming homeless, or who are homeless. We offer support and tools 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 Landlord and Tenant Board 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 Diploma of College Studies in Social Work or a Bachelor's Degree in Social Work or Social Sciences.
- Experience working with community organizations that deliver services to vulnerable populations.
- Direct experience working with vulnerable individuals.
- 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 \$, commensurate with experience and education

SCHEDULE: 35 hours per week, Monday to Friday

PLACE OF WORK: 150 Montreal Rd – Unit 305, with the possibility of remote work.

START DATE: As soon as possible

Please send your cover letter and resume **by 4:00pm on Thursday, May 18th, 2023.**

By email: emploi@action-logement.ca

By fax: 613-241-1526