



Housing Help / Aide Logement

Intake Worker (Bi-lingual imperative)

Full time/permanent position

Housing Help / Aide Logement assists families and individuals who are homeless or at risk of homelessness to access and maintain appropriate, affordable housing.

Responsibilities:

- Answer the main phone and greet people coming to the office
- Provide information about Housing Help services
- Assess and identify immediate needs of individuals and families who are at risk of homelessness
- Book client appointments with Caseworkers
- Manage the appointment schedule
- Refer clients to appropriate community services as required
- Provide information and assistance to clients searching for housing
- Maintain listings of available rental units
- Participate in data collection as required
- Represent the agency in a professional manner
- Participate and contribute toward the effective working of the team and the overall operation of the agency

Qualifications:

- University degree or College diploma in the social services field
- 2 years relevant experience working in the social service and/or housing sector
- Knowledge of resettlement issues and able to work in a culturally sensitive environment
- Demonstrated crisis intervention and counselling skills
- Excellent communication and organizational skills
- Sound knowledge of community resources
- Familiarity with issues related to poverty and homelessness
- Familiarity with housing issues
- Knowledge of the Residential Tenancies Act
- Ability to speak, read and write both English and French
- Ability to handle a high call volume

Starting salary \$47,500

Hours of work are Monday to Friday 8:00-4:00 (35 hours a week)

Plus, paid vacation and sick leave and a generous benefits package

Please submit application by email to Shea@housinghelp.on.ca