

Job Description

AGENCY PROGRAM: Housing Resource Centre (HRC)
JOB TITLE: HRC Intake Worker
JOB CLASSIFICATION: Program Coordinator I
REPORTS TO: Manager, Housing Resource Centre

POSITION SUMMARY:

A full-time permanent position providing Intake services to HRC clients

HOURS:

35 hours per week; Monday to Friday 9am to 5 pm

QUALIFICATIONS:

- University degree, college diploma or commensurate experience
- 2 years volunteer or work experience in a housing or social services organization
- Excellent verbal and written communication skills
- Ability to work cooperatively within a team environment
- A thorough understanding of issues affecting people living in poverty is essential
- Demonstrated ability to work respectfully with a highly diverse clientele
- Knowledge of the local housing and social service system, the Residential Tenancies Act and the Income Support system in Ontario are beneficial
- Commitment to anti-poverty or social justice issues
- Strong computer skills including Internet, Word, Excel and Database programs
- Clear CPIC required

MAJOR DUTIES:

- Respond to walk-in and telephone inquiries and service requests from clients regarding HRC services
- Engage with clients to create a positive service experience to HRC clients
- Interview clients in person and by phone to assess service need and provide internal and external referrals, housing information
- Provide client eligibility screening and service appointments where appropriate for households requesting homelessness prevention funds
- Provide housing information and support to apply for financially-assisted housing in the community
- Facilitate screening for HRC programs and services
- Assistance with administrative tasks within the HRC

Revised by: Rosemary O'Donnell
Manager, HRC

Date: September 2018

Approved by: Casey Ready
Executive Director

Date: September 2018