

## Job Description

AGENCY PROGRAM: Housing Resource Centre (HRC)  
JOB TITLE: Housing Counsellor  
JOB CLASSIFICATION: Counsellor - BSW/BA  
REPORTS TO: Program Manager, HRC & CSO

**POSITION SUMMARY:** The Housing Counsellor provides housing support and case management services to households who are homeless or at risk of losing their housing.

### QUALIFICATIONS:

- BSW, BA or equivalent combination of education and experience
- Experience working with vulnerable or marginalized tenants in a housing or social services organization
- Strong understanding of the needs and motivations of landlords
- Knowledge of the local housing and social service system and the Residential Tenancies Act
- Additional trainings and certifications that are an asset: SPDAT, HIFIS, RentSmart Educator, Community Mediation, Motivational Interviewing
- A commitment to supporting tenants and advocating for tenant rights
- Proven assessment, case management and crisis intervention skills
- Excellent verbal and written communication skills
- Ability to work cooperatively within a team environment
- A thorough understanding of issues affecting people living in poverty
- Demonstrated ability to work respectfully with a highly diverse clientele
- Commitment to poverty reduction and/or social justice issues
- Strong computer skills including Internet, Word, Excel and Database programs
- Lived experience of homelessness or housing insecurity is an asset
- CPIC with vulnerable sector screening

### MAJOR DUTIES:

- Create professional and supportive interactions and relationships with clients
- Provide housing support, counselling and case management services, assisting clients to search for, find and secure appropriate housing and necessary services and to sustain successful tenancies
- Assess client need, utilizing assessment tools as appropriate to inform case management and service provision
- Assist clients to access income support, crisis intervention or other services related to ensuring basic needs are met
- Accompany vulnerable clients to appointments related to housing and support services appointments and provide outreach services as required
- Establish and maintain positive working relationships with community partners in multiple sectors throughout Peterborough City and County
- Initiate or participate in case conferences
- Maintain client files in accordance with accredited agency standards
- Participate in team and agency meetings, events, and initiatives
- Provide supervision to social work placement students
- Other related duties, as assigned

Revised by: Annie Hedden  
Program Manager, HRC & CSO

Date: September 2022

Approved by: Kirsten Armbrust  
Executive Director

Date: September 2022