



Position Description

Position Title:	Housing Administration and Retention Worker		
Program Name:	Property Administration and Social Enterprise	Position Classification:	6
Reports To:	Program Manager		
Effective Date: July 2017	Review Date:		

Position Summary:

The Housing Administration and Retention Worker provides administrative support to the Supportive Housing program with units in Northumberland, Peterborough and Kawartha Lakes. This position provides service (in partnership with other support workers) to address issues in the home that may put a client's housing at risk through hands on work or proactive education.

Key Responsibilities

1. Housing Administration

- Maintain client/tenant information and statistics, financial information (rents, arrears), important dates (move in/out, transfer) etc.
- Set up new clients/tenants, signing leases, referral agreements and other documents
- Manage key system for all units
- Arrange for rent payment & process, with landlords and finance department
- Calculate rents, manually and using other tools available
- Monitor and manage annual income reviews and the tenant list
- Follow up on housing related issues including liaising with landlords, tenants, community partners, and internal departments
- Function as the landlord agent to follow up on tenant issues and to ensure safety and security of buildings and occupants
- Provide administrative support to the Tenant Selection Committee



- Prepare Landlord and Tenant Board (L.T.B.) notices as needed. Attend L.T.B. hearings as necessary in an informational capacity or as a C.M.H.A. representative (may also attend with legal representation)
- Preparation and maintenance of financial documents (cheque requests, new units, last month's rent, notice of rent change forms, utility costs, etc.)
- Monitor and follow-up on rent and damage arrears

Leases and Properties

- Present and explain Supportive Housing Program to private landlords
- Research, inspect, select and negotiate terms for new units as necessary
- Negotiate leases and occupancy agreements including referral and head lease agreements
- Perform pre-lease, annual and ongoing unit inspections
- Make recommendations regarding rent supplement agreements as needed

Landlord and Tenant Support

- Assist clients/landlords/support workers to resolve housing related issues through troubleshooting problems
- Coordinate between internal departments/programs and external partners to optimize communication and service – finance, C.M.S. Health/E.P.I./D.D., A.C.T.T., maintenance, housing supports, intake workers, income sources, family members, movers etc.
- Complete move in process from tenant approval to move in
- Work and negotiate with income sources (O.D.S.P./O.W.) about a variety of issues – rent arrears, new tenancies, etc.
- Contract and organize unit repairs as needed
- Provide support and information to landlords as necessary following P.H.I.P.A. guidelines
- Work collaboratively with all parties to keep tenants housed and use creative approaches to accommodate tenant needs. This may include mobilizing people and working with clients in units to address high priority issues e.g. bedbugs
- Respond to tenant crises in a timely manner
- Initiate and/or attend case conferences as necessary



2. Documentation

- Ensure all client documentation is accurately recorded in a timely manner, e.g., C.R.M.S., progress notes within 24 hours of client contact, safety reports
- Complete all other required program and agency documentation
- Complete administrative tasks, e.g. expense claims, time sheets
- Record Tenant Selection Committee minutes
- Manage agreements and documentation related to tenancies

3. Other Activities

- Work in coordination with other support staff in Peterborough, Kawartha Lakes and Northumberland to address any identified concerns that may put a person's housing at risk
- Provide in home training for tenants on identified Health and Safety topics using hands on, client centered approaches for learning that uses experiential methods of teaching
- Assist clients with connecting to appropriate supports as required
- Perform reception duties to cover shifts, lunches and breaks as needed

4. Performance Management and Professional Development

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

5. Health and Safety – Worker Responsibilities

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer



- Operate any equipment and work in a way that does not endanger self or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to the supervisor or employer
- Report health and safety problems to the supervisor or employer
- Notify the supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-workers, supervisor, Joint Health and Safety Committee members and others

6. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

7. Other Duties as Assigned

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time

Requirements of the Position:

A: Education and Training

A combination of relevant experience and education is required including but not limited to successful completion of post secondary education in any or a



combination of the following fields: Business Administration or Property Management, social health sciences (i.e., S.S.W., D.S.W., B.S.c. Psych., Education)

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position:

- Health and Safety Training (including but not limited to the following):
 - Globally Harmonized System (previously W.H.M.I.S.)
 - Infection, Prevention & Control
 - Workplace Violence
 - Accessibility for Ontarians with Disabilities Act
- Applied Suicide Intervention Skills Training
- Non Violent Crisis Intervention
- C.R.M.S.
- First Aid/C.P.R.

Assets with regard to this position:

- Experience in the delivery of community support to individuals with mental health, addictions, and/or dual diagnosis
- Previous paralegal experience
- Crisis intervention experience
- Teaching experience – guiding, coaching, leading, explaining, demonstrating

B: Related and Relevant Experience

Mandatory experience

- A minimum of three (3) years recent and relevant experience in a position in a not-for-profit agency, or organization responsible for the delivery of supportive housing
- Strong knowledge and skills in the delivery of supportive housing and property management, Residential Tenancies Act, Mental Health Act, and relevant legislation



- Demonstrated ability to multi-task, problem-solve complex issues and stay organized in a fast paced environment with multiple factors
- Demonstrated excellent written and verbal communication skills
- Demonstrated ability to work independently, as well as within a team
- Demonstrated knowledge of computer applications (Microsoft Outlook, Word, databases)

Preferred experience

- n/a

C: Competencies

See Appendix A.

D: Other

- Valid driver's license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

Working Conditions:

- Work directly with individuals living with serious mental illness and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- Work directly with individuals in their home environment.
- Regularly work in an office setting (C.M.H.A.- administrative offices) and in satellite community locations
- Work directly with individuals living with mental illness, Dual Diagnosis, acquired brain injury, Fetal Alcohol Spectrum Disorder or concurrent disorder, who experience crises, instability and various levels of functioning, and who are in conflict or are at risk of coming in conflict with the criminal justice system
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize



- Work environment may consist of noise, odours, heat, cold, dirt, oil, chemicals, fumes, severe weather, bodily fluids etc.

Approval/Revised Approval Dates:

Program Manager _____ Date _____

Program Director _____ Date _____

I have read and understood the above position description.

Employee Signature

Date