

JOB DESCRIPTION

POSITION TITLE: Receptionist & Intensive Housing Worker
REPORTS: Executive Director
DATE: April 2016

POSITION SUMMARY

Reporting to the Executive Director, this position provides administrative support, such as the operation of the reception area, answering the phone, greeting clients, client intake, assisting walk-in clients, and general advocacy with service providers on behalf of the clients.

This position is also responsible for working with clients who are homeless, under-housed, and/or at risk of losing their housing in Northumberland County. This position requires providing information, advocacy and mediation, conflict management, and networking with community agencies relating to the needs of the client.

KNOWLEDGE AND ABILITIES

The applicant must demonstrate:

- knowledge of clerical and administrative procedures and systems such as filing and record keeping;
- strong knowledge of services and resources in Northumberland County;
- a positive attitude towards low income clients with multiple needs;
- an ability to communicate and relate, in an empathetic manner, with low-income clients;
- commitment to social equity and justice, and
- commitment to client services that are offered with dignity and respect.

MINIMUM REQUIREMENTS

- Post-secondary education in social service or related field or equivalent
- 2 years' experience as a social service worker or equivalent
- Good interpersonal and communication skills
- Access to a reliable vehicle, a valid driver's license, and a clean driver's abstract
- Willing and able to use own vehicle to travel offsite and transport clients as necessary
- A satisfactory Criminal Reference Check including a Vulnerable Sector Search
- Ability to work flexible hours to meet client needs
- Experience dealing with confidential information
- Basic computer skills (Word and Excel)
- Data and record management skills
- Critical thinking and problem-solving skills
- Ability to communicate openly and effectively

HOUSING DUTIES AND RESPONSIBILITIES

- Maintain client confidentiality
- Provide individual support and follow-up to clients addressing their housing needs and provide advocacy relating to housing and the needs identified during the Intake Assessment
- Provide information on rental choices based on the clients' income and family circumstances
- Work together with other specialized housing program staff to provide the best housing support to clients
- Maintain regular and accurate updates in database
- Provide direct support to clients and ensure clients receive any other necessary community supports to find and keep housing, such as referrals to the Legal Centre
- Locate and Investigate housing availabilities and ensure daily housing listings are available for client use
- Ensure other housing resources are available including but not limited to Intent to Rent, RGI Applications, among others
- Utility support and maintenance with clients
- Liaise with utility providers as necessary

ADMINISTRATIVE DUTIES AND RESPONSIBILITIES

- Answering the phone
- Assist walk-in clients and complete client intakes
- Provide general advocacy and system navigation with clients
- Complete appropriate forms as required
- Update FB page and website when needed
- Provide information, guidance and referrals to appropriate community services
- Write reports as required
- Report regularly to Managing Director