

SUMMIT HOUSING & OUTREACH PROGRAMS

JOB POSTING

Position: Housing Program Assistant

Reports to: Manager, Community Housing

Please note that this job description is currently under review and elements of this position may change.

Purpose of Position:

The Housing Program Assistant is responsible for the administrative support of the day-to-day operations of the Housing Program. This includes, but is not limited to, maintaining housing and client records (such as leases, notices, maintenance records), ensuring confidentiality of records, compiling statistical information and supporting rent geared to income administration.

Key Responsibilities:

Job requirements:

1. Maintain service participant files in CRMS housing module.
2. Update and maintain required Ministry rent schedules.
3. Liaise with Corporate Services Department to ensure monthly billing of rent and collection of rental income is accurate.
4. Support housing staff to coordinate facilities maintenance and repairs scheduling.
5. Prepare work orders for rental unit repair in coordination with Housing Manager.
6. Prepare request to purchase orders for repairs and maintenance for agency owned units in coordination with Housing Manager.
7. Maintain files of all inspection reports and work orders.
8. Support Housing Manager with administrative requirements such as setting meetings and filing correspondence.
9. As directed, provide timely communication with service participants regarding housing issues.
10. Answer agency phones and direct calls while screening for clients at risk.
11. Ensuring "No Wrong Door" policy is adhered to and that every caller is provided with appropriate follow-up regarding service.
12. Provide in-office reception duties including set up for meetings and general upkeep and organization of office.
13. Book client appointments for inspections, interviews, meetings, etc.
14. Provide administrative support and minute taking at program and agency meetings.
15. Advise Housing Manager immediately if you become aware that a service participant is at risk, in crisis, or in need of intervention or support.
16. Compile team schedule under the direction of the Housing Manager.
17. Provide coverage for other Program Assistants.
18. Present a professional image.
19. Other duties as assigned.

Typical Activities:

Job requirements:

1. Be willing and able to work shifts as assigned with some flexibility.
2. Support a team structure.
3. Maintain open communication lines with Housing Manager.
4. Complete written and computer reports in a timely fashion.
5. Keep Housing Manager informed of any concerns.
6. Apply de-escalation techniques to help people manage their emotions and behavior.
7. Identify whether and when clients are at risk of harming themselves or others.
8. Work both independently with minimum supervision and within a multi-disciplinary team.
9. Ensure that all rules of confidentiality are upheld.
10. Maintain a confident, flexible, and co-operative attitude at all times; demonstrate a professional, positive and consistent in all aspects of the job.
11. Working knowledge of laptop/computer, cell phone, fax, scanner and email.
12. Proficient in Word, Excel, PowerPoint, Zoom/Teams, SharePoint and Adobe.

Critical Job Criteria:

Job requires:

1. Successful completion of a Business Administration, Human Services or Health Care Certificate/Diploma or diploma in Office Administration – Medical or equivalent.
2. Three to five years' experience in an administrative position.
3. Expert administrative, organizational and communication skills.
4. Advanced experience and high level of proficiency using a variety of software packages.
5. A confident self-starter with the ability to take initiative, problem solve, and work with minimum supervision.
6. Knowledge of the Residential Tenancies Act, Rent Geared to Income and supportive housing is an asset.
7. Demonstrated ability to work independently and within a multi-disciplinary team.
8. Ability to project a professional image while representing Summit Housing & Outreach Programs.
9. Ability to multi-task and work in a fast paced and (sometimes) demanding environment.
10. High stress tolerance level.
11. Strong interpersonal skills.
12. Knowledge of Region of Halton.
13. Valid driving license, use of a reliable vehicle, and adequate automobile insurance coverage is essential.
14. This position is on-site with regular working hours 8:30 a.m. to 4:30 p.m. however evening and weekend work may be required as per program needs.
15. Consumer survivor and or knowledge of mental illnesses is an asset.
16. Knowledge of a second language is an asset.
17. Experience in a non-profit organization is an asset.

Summit Housing & Outreach Programs strives to foster an equitable workplace that reflects the diversity of the community we serve and welcomes all qualified candidates including racialized individuals, members of the 2SLGBTQ+ communities, people with disabilities and people with culturally diverse backgrounds. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Main Location: Oakville

Hourly Wage: Step 1 \$23.10
Step 2 \$24.32 after successful completion of probation

Job Type: Full-time permanent

Start date: As soon as possible

Please submit resume to:

Adeni Abigo

Manager, Community Housing

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