



HOUSING OUTREACH COORDINATOR

JOB DESCRIPTION

The Housing Outreach Initiative Program of the Native Women's Resource Centre of Toronto (NWRCT) provides services for housing stabilization (referrals, provision of resources, furniture, hygiene products) with the goal of connecting clients to emergency shelters and maintaining permanent housing.

As part of the NWRCT team, the Outreach Coordinator will visit Aboriginal women and girls in identified neighbourhoods that lack culturally specific housing programs and areas considered high-needs. Outreach services can also be delivered at partnering agencies that have Aboriginal women and girls as part of their clientele.

QUALIFICATIONS

- Post-secondary diploma/degree in social work, community wellness, etc. with a minimum three (3) years' work experience in community service delivery or the equivalent
- Excellent written and verbal communication skills
- Strong facilitation and public speaking skills
- Strong experience in client advocacy with demonstrated experience providing services to Indigenous women, and families
- Experience working with Indigenous Peoples and Communities
- Knowledge of Indigenous cultures, traditions, and family dynamics
- Proven analytical and problem solving skills
- Knowledge of and established relationships with other service providers, ability to network and create/maintain these relationships
- Strong organizational/time management skills with an ability to plan ahead, define measurable objectives, outcomes and meet timelines
- Working knowledge of MS Office, internet, and general office equipment
- Current Police Record Check and Vulnerable Sector Screening are required
- First Aid and CPR certifications is an asset

RESPONSIBILITIES

- Complete intakes to assess client suitability for program, provide appropriate internal/ external referrals, support clients through Housing Program

- One day of each week will be committed to reaching out to market rent landlords to build partnership relations and awareness. The goal of this outreach is build strong working relationships whereby landlords will agree to call NWRC's Housing program to notify of any recent vacancies prior to listing publicly.
- Assist clients in:
 - Eviction prevention including repayment planning and advocacy/mediation; accompaniment and guidance at Landlord & Tenant Board hearings
 - Finding market rental housing including arranging viewings and appointments; guiding clients in market rental searches;
 - Spiritual needs (medicines, support to access cultural activities)
 - Accessing, completing, and submitting applications to social housing providers, including applications for special priority
 - Coordination and accompaniment to external service providers to support wrap-around care for clients
- Assist new clients and participants into program through various outreach initiatives; inform community members, agency partners about NWRCT offerings
- Facilitate and coordinate housing workshops and programming
- Coordinate operation of drop-in services with other housing team members
- Take responsibility to increase sensitivity, awareness, and implementation of cultural teachings and organizational practices in a professional manner
- Empower women to articulate their needs and goals and to advocate for themselves

ADMINISTRATIVE DUTIES

Complete reports monthly, quarterly, and annually, e.g. client files, programming statistics, and monthly work plan, and submit on or before due date

- Maintain accurate current client listing, case notes and client files
- Collect, maintain and share current housing rental database including safe and affordable rentals as well as inventory list of drop-in supplies and materials
- Assist with program budget expenditures, coordinate and prepare necessary paper work with adequacy and reasonability
- Assist with other program workshop preparation and monitoring, as required

STANDARDS OF PERFORMANCE

- Adhere to policies, procedures and best practices as set by the NWRCT, and applicable funder mandated policies and procedures
- Ability to create and maintain a confidential, welcoming, friendly and safe environment

Please provide a cover letter and resume to:

Cathi Porciello, Program Manager at programmanager@nwrct.ca and Lindsey Lickers at HTLiaison@nwrct.ca

POSITION OPEN UNTIL FILLED