



HOUSING ACCESS COORDINATOR EMPLOYMENT OPPORTUNITY

The Native Women's Resource Centre of Toronto (NWRCT) is a community-based organization dedicated to providing resources and support to urban Indigenous women and their families. NWRCT delivers culturally relevant programs and services that empower and build the collective capacity and self-sufficiency of Indigenous women.

The Housing Access Coordinator provides housing assistance and support services to clients who are in need of housing or are at-risk of becoming homeless. This role strives to reduce and prevent homelessness through eviction prevention, housing access, and housing retention support services. Responsibilities include assistance with emergency shelter access, housing applications, and/or search for market rent accommodations. The Housing Access Coordinator also liaises with external agencies, builds community capacity, and advocates for housing opportunities.

Responsibilities:

- Assist Indigenous women who are experiencing housing instability, or are at-risk of becoming homeless and complete intakes
- Promote eviction prevention including repayment planning and advocacy/mediation
- Assist clients in finding market rental housing: arranging viewings and appointments; guiding clients in market rental searches; providing education on search/ viewing techniques; providing weekly housing list
- Assist clients with accessing, completing, and submitting applications to social housing providers, including applications for special priority
- Provide support letters and accompaniment to housing related appointments as necessary
- Coordination with external service providers to support wrap-around care for clients, including emergency referrals
- Provide one-on-one housing support services to discuss concerns, apprehensions, goal-setting and problem solving
- Plan and help to facilitate housing workshops offered at NWRCT
- Provide appropriate internal/ external referrals, support clients through NWRCT Housing program service offerings
- Assist new clients and participants into program through various outreach initiatives; inform community members, and agency partners about NWRCT offerings and programming
- Stay up-to-date on changes to housing policy, relevant research, practice theories as they relate to service delivery at NWRCT
- Support operation of drop-in program, in tandem with other NWRCT staff
- Ensure case notes are accurate, up-to-date, and stored in a secure location, and all client files move through the NWRCT housing program

- Provide clients with advocacy and crisis intervention support as related to housing, follow up on client concerns and escalate if necessary
- Assist with NWRCT events, and volunteer programs as needed
- Provide monthly reports and statistics to the Executive Director
- Other duties as required

Qualifications and Skills:

- Post-secondary diploma/degree in social work, Indigenous studies, or other relevant education with a minimum three (3) years' work experience in community service delivery.
- Strong communicator - excellent written, oral, and facilitation skills.
- Strong experience in client service with demonstrated experience providing services to Indigenous women, and/or communities.
- Experience working with Indigenous Peoples and Communities, knowledge of Indigenous cultures, traditions, and family dynamics. Proven analytical and problem solving skills.
- Ability to create and maintain a confidential, welcoming, friendly and safe environment for clients.
- Knowledge of and established relationships with other service agencies, ability to network and create/maintain these relationships.
- Knowledge of housing issues facing populations at risk and thorough understanding of Toronto community services and housing resources
- Working knowledge of MS Office Software, internet, and general office equipment.
- Valid current vulnerable sector criminal records check and, First Aid/CPR.

Please provide a cover letter and resume to the Program Manager, Natalie Spence at programmanager@nwrct.ca

POSITION OPENED UNTIL FILLED

NWRCT's opportunity for employment is non-discriminatory and in compliance with the provisions of the Ontario Human Rights Code and the City of Toronto's Anti-discrimination Clause.