



Malvern Family Resource Centre

90 Littles Road, Scarborough, ON. M1B 5E2

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WOMEN'S HOUSING HELP WORKER **Job Posting (External Posting)**

Position: Women's Housing Help Worker
Position Type: Full-time (contract)
Department: Women's Place

Summary:

To coordinate the housing help program which provides women in North-East Scarborough with housing support services to access and maintain stable housing.

Direct Client Support & Project Delivery:

- Assist clients in accessing/maintaining housing through providing eviction prevention supports, navigating Rent-Café and other housing portals including market rent forums, advocacy, accessing income programs/supports etc to ensure long-term housing stability
- Works with clients who require applications for priority programs including follow-up
- Provides assistance with community integration, including working with other internal/external service providers
- Work with women and their families entering and exiting shelter system, couch surfing, living precariously, homeless or at risk of homelessness
- Provides crisis intervention support to clients, including referrals to legal supports, child services, victims services, shelters and partner organizations for wraparound supports
- Practices using a harm reduction philosophy to connect clients with harm reduction resources
- Meets with clients regularly based on need for a maximum of 1 year
- Works with clients to maintain positive relationships with landlords, through a variety of approaches, including mediation
- Provides opportunities for social and life-skills development through referrals to internal/external programs & services
- Provides supportive informal counseling, information and referrals
- Coordinates monthly educational seminars in the community on a range of topics related to housing stability and eviction prevention
- Ensures all programs are accessible and safe, and that program environments facilitate the achievement of funders' outcomes

Partnership and Collaboration:

- Reach out to community partners (e.g. other housing services, health care, community agencies and children's services) as a source of referrals
- Establish formal partnerships where appropriate with the above services
- Connect with organizations serving the women's sector in Scarborough
- Coordinate with other staff to provide a continuum of client supports
- Establish linkages to women's shelters, landlords and other relevant partners
- Attend client transfer meetings in conjunction with referring agencies where appropriate
- Participate in relevant trainings and networks (such as Scarborough Housing Stabilization Network)

Administrative Responsibilities:

- Supports the completion of any relevant funding reports, proposals, and other submissions as required by funder in consultation with Manager and the Program Director for Housing Help program
- Maintains up to date records of client information through internal database systems and TPON portal.
- Ensures the accurate and efficient collection/tracking of statistics related to program attendance, project outcomes, and volunteer contributions



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"Strengthening Families is Our Business"

- Ensures adequate resources and supplies efficiently meet client needs and provide a high quality program
- Maintains and administers any project funds within agency guidelines in consultation with Manager
- Provides monthly reports regarding project status to Manager and Program Director
- Works within the Women's Place team to ensure all programs are achieving and maintaining target as set out by funder

Outreach:

- Develops an outreach plan in consultation with Manager in order to promote programming and ensure participation levels reach targets
- Contributes to the development of promotional materials to showcase and outreach the project
- Provides updated information for newsletters, website, brochures, calendars, and other communication materials
- Promotes other agency programs where applicable

Volunteer Service Support:

- Develops volunteer infrastructure to support the recruitment and training of high quality volunteers in collaboration with Volunteer & Outreach Coordinator
- Supports volunteers to provide assistance with general information and referrals related to housing

Other Responsibilities:

- Keeps abreast on research and trends related to women and housing
- Participates in staff meetings, training sessions, and other MFRC-related events

Skills, Education, Experience and other Requirements:

- Minimum of 2 years experience in the delivery of housing support services
- Experience working within the women's sector and/or with vulnerable clients
- Knowledge of non-profit sector, volunteer and project management
- Demonstrated understanding of women's issues as it relates to housing
- Experience in program development and implementation
- Strong planning, organization, conflict resolution and interpersonal skills
- Excellent oral and written communication skills
- Proficient in computers and appropriate software
- Skills and experience working with diverse clientele
- Ability to work independently and as part of a team
- Demonstrated ability to manage multiple deadlines
- Criminal reference check is required
- Commitment to non-discrimination practices and an anti-oppression framework
- Assist with other duties as assigned
- Knowledge of a second language considered an asset
- Valid Driver's License with access to a vehicle is an asset

Accountability:

- Position will report to the Manager, Community & Family Programs and Services

Closing Date Tuesday January 11th 2022 at 12pm- Please send resume and cover letter as one document with your name appearing 'First Name Last Name – Housing Help Worker' as the attached file name in .doc or .pdf format by e-mail to asemenuk@mfr.org

Malvern Family Resource Centre is an equal opportunity employer. All applicants are thanked in advance for their interest, however, only those selected for an interview will be contacted.