

JOB DESCRIPTION

JOB TITLE	Housing Access Administrator
DEPARTMENT / FUNCTIONAL AREA	Housing Services
POSITION REPORTING TO	Supervisor, Housing Programs
LOCATION	North Bay
WEEKLY HOURS OF WORK	35
SALARY GRADE	
DATE	February 2020

GENERAL PURPOSE [Description of the purpose of the position, why does it exist, what are the key responsibilities?]
<p>Under the supervision of the Supervisor of Housing Programs the Housing Access Administrator serves as the primary DNSSAB contact with individuals applying to and on the Centralized Waiting List (CWL) as well as participants of various Housing Services program and initiatives.</p> <p>The position is responsible for the direct delivery of the CWL, which includes but is not limited to eligibility assessment, subsidy and placement determination, document management, database maintenance, and preparing statistical data and reports. Moreover, this position provides coverage for the Housing Programs Representative.</p> <p>This position is required to provide optimal quality customer service through strong knowledge of DNSSAB programs and services, various federal, provincial and municipal legislations, policy and procedures and community resources. This position will also require strong attention to detail and a working knowledge of a variety of computer programs and software.</p> <p>The position operates in compliance with legislation, policy, procedures and standards set by the Province and DNSSAB.</p>

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section]

Centralized Waiting List Management

1. Process applications and transfers for social and affordable housing, including determining eligibility, ensuring appropriate documentation is received, monitoring-ongoing eligibility, and assigning priority status when applicants meet the qualifications;
2. Analyse applications to refer individuals to the most effective housing program from the suite of rental subsidies offered including, but not limited to, social housing (rent-g geared-to-income), rent supplement, housing allowance, and portable housing benefit;
3. Manage the co-ordinated access system through co-operation with housing providers and landlords;
4. Input applicant data on the Housing Registry system and update information as required ensuring system data is accurate and current;
5. Prepare statistical data reports based on waiting list data;
6. Respond to telephone calls, walk-in, and e-mail inquiries from the general public, applicants, tenants, landlords, community agencies, and others in a professional and courteous manner and provide appropriate responses regarding policies and procedures;
7. Monitor the Province-wide Arrears Database to ensure that applicants have not committed an RGI-related conviction and do not owe arrears to social housing providers in the province;
8. Ensure that housing providers abide by local housing rules and associated legislation;
9. Update the Housing Registry system, including verifying units and basic housing provider information, as required;
10. Monitor quarterly waiting list data and compare with service delivery targets and other performance measurements;
11. Monitor housing provider target plans, including processing target deviation requests and reporting deviations to the Supervisor;
12. Administer and manage the Housing Allowance programs, which include determining applicant initial and ongoing eligibility, calculating and approving the rental subsidy, and processing payments within program parameters and systems;

80%

Carries out specified administrative functions by:

1. Developing, updating and providing advice on new and existing Policy & Procedures as required;
2. Maintaining files in a system consistent with DNSSAB guidelines and legislative requirements;
3. Contributing to the development and maintenance of a computerized statistical data capture and reporting system, consistent with funding partner requirements;
4. Generating operational and other reports as requested by the Supervisor;

<ol style="list-style-type: none"> 5. Maintaining a current knowledge of legislation, policies and procedures, programs, and community resources; 6. Developing and maintaining professional relationships with community agencies, office staff and citizens we serve; 7. Demonstrating ability to assess, analyse and resolve complex situations; 8. Utilizing coaching and facilitation based conversations; 9. Ensuring all administration, monitoring and reporting requirements are fulfilled in accordance with program guidelines, agreement obligations, local rules, legislation and regulations; 10. Assisting with development of DNSSAB local policies and programs; 11. Completing monthly, quarterly and annual reporting requirements, for Supervisor approval; 12. Developing and supporting working relationships with housing providers, partners and other community stakeholders; 13. Demonstrating the ability to provide service to a broad range of citizens who may be distraught, in crisis or in an emergency situation. 	
<p>Partnership Development</p>	
<p>Establish, maintain and facilitate “community capacity” within the local housing and homelessness community to address policies and strategies to support priorities:</p> <ol style="list-style-type: none"> 1. Coordinate semi-annual meetings of the housing providers in conjunction with the Housing Programs Administrators; 2. Participate on the Nipissing District Housing and Homelessness Partnership; 3. Support, advise and guide housing providers, as required; 4. Provide coverage for the Housing Programs Representative; 5. Respond to external enquiries from the housing sector and general public to advance understanding of housing, homelessness and affordable housing, including providing advice, public presentations, interpreting policy/program and facilitating effective delivery; 6. Foster a relationship with homeless shelters and transitional housing providers to effectively manage the Special Priority Policy (SPP) population in the District; 7. Coordinate and participate in meetings and consultations involving providers, housing proponents, citizens, community groups, and municipal staff; 8. Respond to public enquiries and complaints; 9. Provide information and explanations/ interpretation to provider staff and board members about developments in legislation, regulation, policies, business processes and practices, and service issues and priorities. 	<p>20%</p>
<p>As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.</p>	

QUALIFICATIONS

- Completion of two (2) year college diploma in Business Administration, Accounting, or Finance or an acceptable combination of education and experience;
- Over two (2) years' experience in social housing or homelessness program administration, property management, housing or tenant advocacy, housing and homeless program planning and development, or community program planning and development;
- Good knowledge of Bill 140 *Strong Communities through Affordable Housing Act, 2011*, the *Housing Services Act, 2011* and Regulations, and the Tenant Protection Act;
- Ability to maintain a large dataset including inputting and analyzing data;
- Ability to analyze complex situations and make sound recommendations;
- Ability to monitor and enforce compliance with legislation, regulations and/or policies;
- Excellent interpersonal, communication, presentation negotiation skills, conflict resolution skills;
- Proficient in the use of computers, with the ability to produce spread sheets, correspondence, reports and presentations using applications including Word, Excel, Power Point, Outlook;
- General knowledge of the full range of programs delivered by DNSSAB including Housing Services, Children's Services, and Ontario Works;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- A Valid Ontario Driver's License and a reliable vehicle for use on the job;
- Respect of confidentiality.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Two year college diploma: Business Administration, Accounting or Finance.

EXPERIENCE

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over two (2) years' experience.

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires that changes be recommended to established methods or procedures.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of intermediate duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Light activity / intermediate duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate coordination of fine movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in serious loss of time or resources or cause significant embarrassment within the organization and have limited impact on its public image.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibility is not normally part of the job requirement, but there may a requirement to show others how to perform tasks or duties.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Persuasive diplomacy required when either recommending, discussing to clarify information, or negotiating matters with others.

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of frequent exposure.