

JOB DESCRIPTION

JOB TITLE	Housing Programs Representative
DEPARTMENT / FUNCTIONAL AREA	Housing Services
POSITION REPORTING TO	Supervisor, Housing Programs
LOCATION	North Bay
WEEKLY HOURS OF WORK	35
SALARY GRADE	
DATE	July 2019

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist, what are the key responsibilities?]

Under the supervision of Supervisor of Housing Programs, the Housing Programs Representative is responsible to assist designated frontline Housing Programs staff in various support functions by gathering accurate and detailed information from applicants for the Co-Ordinated Access System, as well as Homelessness programs, Social Housing, Affordable Housing, and/or any new housing initiatives required under the DNSSAB housing mandate.

The Housing Programs Representative is responsible for providing assistance, which may include assessing initial eligibility for a suite of housing supports and services, including, but not limited to, Rent Geared-to-Income, Rent Supplement, Housing Allowance, Portable Housing Benefit, CHPI Client Benefits, Ontario Renovates, and Homeownership programs.

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.

The position operates in compliance with legislation, policy, procedures and standards set by the Province and DNSSAB.

KEY ACTIVITIES

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

Receives calls, inquiries, and required documentation for the Co-Ordinated Access System and ensures accurate assessments are completed to support the delivery of these programs within the department by:

1. Responding to client inquiries and resolving client service issues and concerns through assessment and response;
2. Referring more complex inquiries or urgent matters to appropriate Housing Programs staff and/or other service providers;
3. Receiving and processing program documentation as directed and updating case notes and files;
4. Verifying program documentation for discrepancies and errors and referring these to appropriate staff;
5. Assisting clients with filling out Co-Ordinated Access System applications, and ensuring required documentation is received;
6. Preparing necessary letters, memos, forms and reports as required;
7. Assisting Housing Programs staff in making client contact or client follow up as required.

50%

Determination of initial eligibility or ineligibility for supports by:

1. Collecting personal information to determine if the applicant's circumstances fall within the eligibility criteria described in provincial legislation, service manager local rules, policy and procedures;
2. Providing excellent attention to detail when reviewing identification and required supportive documentation to ensure applications are processed quickly and efficiently;
3. Liaise with Housing Programs staff, provide accurate information and assessment to request approval to follow through with decision to approve application;
4. Communicating with the applicant to ensure any required or missing documentation to meet local rules and legislative requirements is submitted in a timely manner;
5. Entering household information in required technology data bases to ensure client records are accurate and up-to-date.

30%

Provides optimum quality Customer Support Service to promote effective and efficient delivery of programs and services within Housing Programs by:

1. Ensuring initial eligibility assessments are accurate and potential decisions are consistent with the legislative requirements;
2. Working effectively and efficiently with front line staff and peers to promote organizational team work;
3. Maintaining an attitude of service excellence by responding efficiently and effectively to clients' needs;
4. Verifying client needs by asking probing questions, and responding with respect and professionalism;
5. Using customer-friendly language, supportive words and an empathetic tone of voice;
6. Managing challenging applicants with care by utilizing conflict-resolution skills to resolve issues prior to reaching escalation;
7. Identifying applicants who may be in crisis and responding to the needs of a vulnerable client population dealing with personal and/or sensitive issues (e.g. victims of violence, health related crisis, applicants pending evictions, applicants suffering from mental health and addictions issues, vulnerable youth, homelessness, victims of disaster etc);
8. Maintaining relevant updates on federal and provincial legislation, regulation, service manager local rules, practices, policy and procedure;
9. Creating an accurate and detailed electronic record of the telephone/in-person interaction using appropriate technology;
10. Following safety procedures and scheduling requirements when dealing with verbally abusive/aggressive applicants by indicating safety cautions in the records;
11. Working cooperatively as part of a team in support of Coordinated Access within all Housing programs;
12. Performing other duties as required.

20%

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.

QUALIFICATIONS

- Two year post-Secondary Diploma in Office Administration, Social or Human Service or related field, or acceptable combination of education and experience;
- Two (2) years' experience in a front line role preferably in social housing or homelessness program delivery, and/or property management;
- Previous experience in an office administration or customer service role;
- Good knowledge of Bill 140 *Strong Communities through Affordable Housing Act, 2010*, the *Housing Services Act, 2011* and Regulations, and the *Residential Tenancies Act, 2006*;
- General knowledge of the full range of programs delivered by DNSSAB including Housing Services, Children's Services, and Ontario Works;
- 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;
- Excellent interpersonal, communication, presentation negotiation skills, conflict resolution skills;
- Ability to analyze complex situations and make sound recommendations;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- 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.]

College: 2 years or equivalent.

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.]

Two (2) years' experience.

JUDGEMENT

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

The job requires the application of established methods or procedures. Work may involve a choice of methods.

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.]

Continuous periods of short 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 significant loss of time or resources or cause some embarrassment within the department or organization.

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.]

May be 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.]

Tact and discretion required to deal with requests, complaints or clarification of information.