

## JOB DESCRIPTION

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| <b>JOB TITLE</b>                 | Housing Programs Student     |
| <b>DEPARTMENT / PROGRAM AREA</b> | Housing Services             |
| <b>REPORTING TO</b>              | Supervisor, Housing Programs |
| <b>EFFECTIVE DATE</b>            | April 21, 2022               |
| <b>SALARY</b>                    | \$15.00/hour                 |

### JOB SUMMARY

Under the supervision of the Supervisor of Housing Programs the Housing Programs Student provides support to staff that manage and administer social and affordable housing, and homelessness programs and services.

The position is responsible to assist designated frontline staff in general administrative support functions and special projects.

This position is required to provide optimal quality customer service through strong knowledge of programs and services, attention to detail, applicable legislation, policies and procedures, community resources and a variety of computer programs and software.

This position will provide general administrative functions, including responding to client inquiries and assessment of potential eligibility for various programs and initiatives offered under the DNSSAB housing mandate. This includes but is not limited to the following programs: Social Housing; Public Housing; Co-Ordinated Access System; Affordable Housing components: Rental Housing, Homeownership, Ontario Renovates, and Housing Allowance; Rent Supplement; Portable Housing Benefit; Community Homelessness Prevention Initiative (CHPI); and Reaching Home.

### JOB DUTIES AND RESPONSIBILITIES

## Program Support

- Assist with the day-to-day operational and administrative activities of the various program areas;
- Gather required program information from households, community partners, and landlords;
- Input initial and ongoing eligibility information following program guidelines and related legislation;
- Collect data from programs and assist with various reporting requirements;
- Organize information to improve efficiencies in program delivery;
- Perform general office duties including filing, photocopying, scanning and faxing documents;
- Receive calls and provide appropriate responses and information based on departmental procedures;
- Referring to appropriate Housing Services staff and other service providers for more complex inquiries or urgent matters;
- Provide follow up in a timely manner and prioritizing/sequencing multiple tasks.

## Meetings and Special Projects

- Assist with various tasks related to the implementation of the Homeless Individuals and Families Information System (HIFIS) and Coordinated Access;
- Assist with various tasks related to the implementation of recent legislative changes associated with social housing and the Centralized Waiting List;
- Conduct research on best practices and/or new federal or provincial housing initiatives;
- Assist with the transition to a new Housing Management Software System. Tasks include but aren't limited to data entry and conduct research on best practices.
- Attend select meetings with partners and housing staff;
- Other duties as assigned
- **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

- Current enrolment in post-secondary in the field of Business Administration, Office Administration or a related discipline;
- Previous experience in Housing and Homelessness services is considered an asset;
- Proficiency in the use of computers and associated applications with the ability to produce spread sheets, correspondence, reports and presentations using applications including Word, Excel, PowerPoint, and Outlook;
- Excellent verbal and written communication skills;
- Good interpersonal and customer service skills;
- Knowledge of general office procedures;
- Ability to manage daily workload, set priorities and meet required deadlines while managing with completing demands;

- Ability to work in a team environment;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Respect of the confidentiality of privileged and sensitive personal information.