



Canadian Mental  
Health Association  
Ottawa  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Ottawa  
*La santé mentale pour tous*

## EXTERNAL POSTING

(November 2022)

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private, non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The Housing Program supports CMHA consumers to access affordable housing by coordinating the available housing information, selecting tenants and manages the CMHA housing portfolio of agency owned condos and rent supplemented units located with non-profit and for profit providers.

**CMHA currently has a vacancy for the following position:**

### Housing Coordinator

**Type of Position:** Permanent Full-Time

**Hours of Work:** 35 hours per week, Monday to Friday, 8:30 am – 4:30 pm

**Pay Rate:** \$35.14 to \$36.75 per hour (BSW) OR  
\$37.36 to \$39.06 per hour (MSW)

#### **ESSENTIAL MINIMUM QUALIFICATIONS:**

**Education:** University Bachelor degree in a relevant field of study is essential.  
Master's degree in relevant area of study is preferred.

#### **Experience and Knowledge:**

- Demonstrates specific knowledge in the area of coordinating housing programs for those with a serious mental illness
- Demonstrates a working knowledge of the dynamics and symptoms of major illness such as schizophrenia, clinical depression, bi-polar disorder and concurrent disorder
- Demonstrates knowledge of the principles of property management
- Demonstrates strong understanding of housing-related laws and regulations and the delivery of social housing in Ottawa
- Demonstrates knowledge of the principles of conflict resolution and dispute settlement
- Demonstrates knowledge and experience in managing multiple tasks
- Has an understanding of and experience with personal computers, word processing and project/ property management software

- Has demonstrated analytical experience
- Has experience and knowledge in the effective supervision of people

**Skills:**

- Work experience in Microsoft office suite environment
- Ability to maintain records and update a data-base
- Ability to organize a complex workload and meet deadlines
- Ability to deal with conflict and resolve disputes
- Strong people skills, particularly in dealing with clients with SMI
- Ability to work independently
- Able to organize materials for presentations and reports using computer software; spread sheets, graphic and power point
- Able to organize, implement and analyse the results of a basic research project
- Ability to formulate and carry out an operational plan

**DESIRED QUALIFICATIONS:**

**Personal Suitability:**

- Interest in working as a member of a team
- Ability to work independently in a non-structured environment
- Able to work flexible hours
- Strong belief in a client-directed practice
- Ability to establish and maintain good working relationship with tenants, team members, housing providers, funders and the community at large
- Non-judgmental attitude toward individuals who choose alternative lifestyles.

**Language:**

- English essential.

**Vehicle:**

- Use of a vehicle is essential in meeting the demands of the job.

**Application Deadline:**

Please submit a résumé to **Recruitment at [recruitment@cmhaottawa.ca](mailto:recruitment@cmhaottawa.ca)**.

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted regarding this job posting, please advise us if you require any accommodations regarding the interview process.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check**, proof of academic achievement and meet all legal requirements for driving.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

## HOUSING COORDINATOR POSITION DESCRIPTION

### Canadian Mental Health Association OTTAWA BRANCH

**Title:** Housing Coordinator

**Reports to:** Program Manager

**Program:** Community Support Services

**Approved by:** Executive Director

**Date Approved:**

**Date Revised:**

*The Canadian Mental Health Association Ottawa Branch aspires to provide client-directed services and programs with and for people with mental health problems and to enhance, promote and maintain the mental health of individuals and communities through education and awareness.*

#### **POSTION SUMMARY:**

Under the direction of the Program Manager, Community Support Services, responsible for special housing programs, the housing coordinator supports CMHA consumers to access affordable housing in the community. This may include coordinating the available housing information, managing the portfolio of units under Special Referral Agreements with landlords in the community. The incumbent will support staff, landlords and clients with CMHA's rent supplements (private and non-profit landlords) as well as CMHA owned properties. This role requires facilitating good landlord and tenant relations and, The Housing Coordinator will utilizes housing databases to better coordinate vacancies, lease renewals and property management activities. The incumbent will work closely with the Finance and Funders to support sound administration and reporting of housing related funds.

In order to continually improve the housing program, the Coordinator will routinely review the research on housing for those with a seriously mental illness in the community as well as work with our community partners to coordinate our housing efforts, raise public awareness and understanding of housing issues as they affect the seriously mentally ill population and to represent, when delegated, CMHA Ottawa Branch on housing matters. The incumbent will be, or will become, an expert on all related housing matters, legal, social or otherwise, and will be seen as such within the agency and in the community.

## **PRINCIPAL RESPONSIBILITIES AND DUTIES:**

### **1. Coordinates the housing portfolios**

#### **1.1. Condominium Portfolio:**

- 1.1.1. Assists the manager in acquiring new condo units
- 1.1.2. Supports tenant relations.
- 1.1.3. May assist with identification and follow-up of maintenance issues.
- 1.1.4. Selects prospective tenants for vacant units, interviews tenants and shows units
- 1.1.5. Assists with resolving rental issues and problem situations in the units in a timely and effective manner.
- 1.1.6. Liaises with the City of Ottawa Rent Supplement Office
- 1.1.7. Liaises with the condominium board representatives or property management companies on an on-going basis

#### **1.2. Rent Supplement and/or Housing Allowance Portfolio:**

- 1.2.1. Recruits new housing providers when necessary
- 1.2.2. Negotiates and facilitates rent agreements with housing providers
- 1.2.3. Works closely with Finance Dept. and/or the City of Ottawa re: payments to support tenancy.
- 1.2.4. Helps ensure that all landlord payments are made in a timely fashion.
- 1.2.5. Participates in the selection of tenants for units when there is availability
- 1.2.6. Liaises with landlords to ensure they are satisfied with the services received.
- 1.2.7. Deals with problem situations as they arise in the units in an effective and timely manner
- 1.2.8. Supports landlords to remediate damages and vacancy loss.

### **2. Monitors rental units to ensure maximum occupancy by:**

- 2.1. Monitoring vacancies and turnover to ensure timely rental of the units
- 2.2. Participating in the tenant selection process and coordinating tenant placement in a timely and efficient manner
- 2.3. Monitoring and renewing leasing agreements and Special Referral Agreements

### **3. Supports Tenants and Tenant partnerships with housing providers by:**

- 3.1. Work collaboratively with tenant and their supports to setup and orient tenants to their housing units. I.e. furnishings, tenant handbook, neighborhood orientation etc.
- 3.2. Supporting established agreements with CMHA's housing providers i.e. Centretown Citizens Ottawa Corp., Ottawa Community Housing.
- 3.3. Initiates and monitors agreements with private landlords as required.
- 3.4. Dealing with complaints from tenants and landlords in a timely fashion and keeping records of the process
- 3.5. Partner with tenants, CMHA and Partner Agency staff to enhance successful tenancy.

### **4. Provides knowledge supports to CMHA and Partner agency staff in the area of housing**

- 4.1. Provides up-to-date and accurate information to staff on housing availability, both within the agency and on the private market

- 4.2. Provides up-to-date and accurate information to staff on housing laws and regulations and on other housing-related issues
- 4.3. Identifies sources for subsidies and funding available for housing
- 4.4. Provides individual consultation to staff as requested re: risk analysis regarding their tenancy
- 4.5. Delivers presentations to staff on the housing program, system changes and how to work the processes involved in successful placement and tenancy

**5. Supports and participates in housing networks with allied partners.**

- 5.1. Promotes the values and strategic goals of CMHA and provides feedback to the branch on relevant developments in the community
- 5.2. Promotes the Housing Program by participating in various public events to do with housing and by presenting program information to groups and organization and at other community education events

**6. Ensures all file management and reporting functions are maintained in a comprehensive and timely manner**

- 6.1. Completes all required housing documents for tenant selection and placement
- 6.2. Completes monthly, annual, and other required reporting documentation
- 6.3. Participates in the evaluation of program goals and objectives making recommendations on changes to current program activities for improved program delivery

**7. Maintains up-to-date knowledge of the acts and related legislation, the structure and personnel of local housing agencies, government departments, institutions and other groups concerned with the client population, and trends and development in the community that could affect the provision of housing services.**

- 7.1. Routinely reviews relevant research in housing programs for the severely mentally ill in order to continually improve the program
- 7.2. Regularly updates data bases and contact information concerning those involved in the housing sector

**8. Delivers services in a way that maintains personal safety and the client's physical, social, cultural, and emotional well-being.**

- 8.1. Develops the appropriate skills and knowledge through ongoing training.
- 8.2. Delivers that service in a way that complies with specific legislation, standards of practice, and the policies and procedures of the agency.

**9. Participates and contributes toward the effective working of the team and overall operation of the agency.**

- 9.1. Participates in regular staff supervision, portfolio reviews, planning activities and/or other activities or special assignments as directed by the Program Manager/Executive Director
- 9.2. As a team member, accepts joint responsibility for decisions reached by these processes
- 9.3. With the collaboration of the Program Manager, develops policies and procedures necessary for the on-going functioning of the program

**10. Provides support and/or supervision to agency volunteers and students assigned to the program area**

- 10.1. Provides regular supervision, advice and support to volunteers and student placements in program and service area
- 10.2. Evaluates performance of volunteers and students in the program area

**11. Avails self of opportunities for professional development**

- 11.1. Brings forward training needs and takes responsibility for seeking out relevant training opportunities
- 11.2. Participates in workshops and seminars as required

**12. Represents program and agency in a professional manner**

**A valid class G Driver's License and means of transportation are required for this position.**

**Successful applicants must satisfy the employer that they meet all legal requirements for driving. Applicants who receive a conditional offer of employment will be required to undergo a security review.**

**DISCLAIMER**

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required

Approved by the Executive Director:

Date: