YWCA Toronto transforms lives. As the city's largest multi-service women's organization, we help women and gender diverse people escape violence, move out of poverty and access safe, affordable housing.

We work tenaciously to break down barriers that hold women and gender diverse people back from achieving equality.

Internal and External Job Posting
Housing Worker (Contract)
YWCA Elm Housing Support Program
JOB ID: ELM804

<table>
<thead>
<tr>
<th>Employment Type:</th>
<th>Full-Time, Contract</th>
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<tbody>
<tr>
<td>Work Hours:</td>
<td>35 hours per week (Evening and weekend shifts; shares on-call duties)</td>
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<tr>
<td>Salary:</td>
<td>$55,385 annually (L7), plus comprehensive benefits</td>
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<tr>
<td>Location:</td>
<td>150 Elizabeth Street, Toronto, Ontario M5G 0B1</td>
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<td>Contract Start Date:</td>
<td>As Soon As Possible</td>
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<td>Contract End Date:</td>
<td>November 30, 2023</td>
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<td>Internal Application Deadline:</td>
<td>Friday, December 23, 2022</td>
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<tr>
<td>External Application Deadline:</td>
<td>Monday, December 26, 2022</td>
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JOIN OUR TEAM
YWCA Toronto strives to uphold anti-discrimination practices and anti-oppression principles to ensure that the rights of all individuals are respected and protected. We work to promote a climate that is welcoming of all women and individuals who identify as Trans, intersex, non-binary, agender, and/or Two-Spirit. We encourage applications from women and gender diverse people from all races, ethnic origins, religions, abilities and sexual orientations.

The Housing Worker is responsible for assisting tenants to maintain their tenancy through individual support, and workshops. This position helps to identify and build the skills required to successfully maintain their housing. This position works within a collaborative team to provide meaningful and relevant services within a theoretical feminist framework and a housing first frame-work that includes a working knowledge of the dynamics and effects of trauma and oppression. This Housing Worker also acts as a resource to staff and tenants and is responsible for assisting and supporting tenants with a broad range of administrative housing issues. The Housing Worker works in collaboration with other YWCA Elm staff and Jean Tweed staff and management, and shares in the 24 hours on-call rotation providing crisis intervention and support to tenants.

ABOUT YWCA TORONTO – YWCA ELM CENTRE
YWCA Elm Centre includes 300 units of permanent housing for three different resident groups: 165 units of affordable rental units for women and gender diverse people, 50 units for women and gender diverse people, women-led families and gender diverse-led families of Indigenous descent (including 10 women-led and gender diverse-led families fleeing violence) and 85 units for women and gender diverse people who are experiencing significant mental health challenges or concurrent mental health/addictions disorders. The program will provide services to the entire residential community, with a dual focus on community building and individualized supports.

KEY RESPONSIBILITIES
- Assists and supports tenants to be successful in their tenancy by ensuring tenants assume and maintain their tenancy obligations;
- Assists the Intake Co-ordinator with intake and move-in orientation processes;
- Provides crisis prevention, intervention and counseling for women and children primarily in the Affordable units to respond to crisis in ways that support individual and community well-being;
- Models and coaches tenants to use conflict resolution and mediation skills to support positive relations between tenants;
• Assists tenants to problem solve and access relevant community supports;
• Provides education to the tenants on the rights and responsibilities of tenancy, conflict mediation and resolution, crisis prevention and intervention, referrals regarding income supports, employment and health care, assists with budgets and preparation of payment plans when needed;
• Maintains a working knowledge of the Residential Tenancies Act, Housing Services Act, Ontario Human Rights Code and Rent geared to income calculations;
• Receives and responds to all housing related forms in accordance with YWCA procedures.

QUALIFICATIONS
• General knowledge of an academic or technical discipline normally acquired through the completion of an undergraduate degree (example: Community Worker) (Cases for Equivalency will be considered);
• Over 3 to 5 years’ experience working in a supportive housing setting in a direct service setting with children, youth and adults who experience impacts of poverty, homelessness/under-housing, violence/trauma, mental health/addictions/ or concurrent disorders;
• Demonstrated experience in assisting tenants in maintaining tenancy;
• Demonstrated knowledge and experience in providing holistic, culturally competent support to women and families of Indigenous descent through individual support;
• Supportive counseling that is flexible client-centered and strengths-based;
• Life Skills certificate an asset;
• Working knowledge of the Residential Tenancies Act, Housing Services Act and Ontario Human Rights Code, Landlord Tenant Board;
• Excellent crisis intervention and conflict mediation skills, with ability to remain calm in crisis;
• Proven experience working independently, developing and facilitating workshops;
• Very good knowledge and understanding of community resources;
• Very good knowledge of household budgeting and household finance;
• Familiarity with Windows and Excel programs;
• Excellent oral and written communication;
• Demonstrated Ability to work within an anti-oppression and feminist framework;
• Knowledge of a second language or culture an asset.

In accordance with YWCA Toronto’s COVID-19 Vaccination Policy, all YWCA Toronto employees are required to be fully vaccinated with a COVID-19 vaccination series by October 30, 2021. As a condition of hire, new staff will be required to submit proof of vaccination prior to their first day of work. The YWCA will consider written requests for accommodation under the Human Rights Code on a case by case basis and will accommodate those individuals who are legally entitled to accommodation.

HOW TO APPLY
Please submit your cover letter and résumé to Danielle Nakouz, Manager of Elm Housing Support Program at elmhousingjobs@ywcatoronto.org. Please quote JOB ID number ELM804 and your name in the subject line.

Please note: A vulnerable sector police reference check is required by the successful candidate prior to hiring. YWCA Toronto is a unionized workplace. Staff are represented by CUPE Local 2189. This position is within the Bargaining Unit. Please indicate on your cover letter and email subject line if you are an internal candidate. For internal applicants, this position is not secondable.

YWCA Toronto promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women and gender diverse people of all races, ethnic origins, religions, abilities and sexual orientations.

YWCA Toronto provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted, please advise us if you require any accommodation. While we thank all candidates for their interest, only those selected for an interview will be contacted.

YWCA Toronto is a Scent-Sensitive Workplace

Posting Date - December 14, 2022