

## SUMMIT HOUSING & OUTREACH PROGRAMS

### Job Description

**Job Title:** Homes Program Assistant

**Reports to:** Manager, Halton Homes Program (Summit)

---

#### **Purpose of Position:**

Reporting to the Manager of the Halton Homes Program, you will be responsible for the administrative support and assist in the day to day operations of the Halton Homes Program.

---

#### **Key Responsibilities:**

1. As directed by the Program Manager you will assume responsibility for day-to-day administrative tasks related to the program which includes, but is not limited to: tracking referrals; maintaining records (e.g. leases, vacancy rates, service participant crisis incidents, etc.); ensuring confidentiality of records; compiling statistical information, and maintaining waiting lists
2. Maintain service participant files in CRMS and Client binders
3. As directed, follow up with new client intake within 14 days
4. In conjunction with the Rental Clerk and the Program Manager, create rental arrears payment plans; and support the facilitation of collection of rent from tenants.
5. Support Homes Program Manager with semi-annual, on-site unit inspections to ensure units are maintained to high standards (e.g. state of repair, cleanliness, safety, and security).
6. Maintain file of all inspection reports and work orders
7. Schedule inter-agency and other meetings in terms of location, date/time, preparation of materials, and distribution of minutes
8. Provide administrative support and minute taking at meetings
9. As directed, provide timely communication with service participants regarding housing issues.
10. Develop and maintain relationships with property managers and superintendants to insure day to day operations of units. Escalate all complex requests to Manager.
11. Assist with securing housing units for service participants.
12. As directed, provide promptly contact with partner agencies regarding issues related to service participants.
13. Advise Program Manager immediately if you become aware that a service participant is at risk, in crisis, or in need of intervention or support during weekends and/or evenings.
14. Document incidents and outcomes.
15. As appropriate, develop and maintain excellent cooperative working relationships with service participants, partner agencies, family members, community service providers, advocates and other stake holders.
16. Work collaboratively with community partners.
17. Other duties as assigned.

**Typical Activities:**

1. Keep manager updated at all times with respect to household needs of owned houses and shop for household items if necessary.
2. As directed, notify buildings management of participants moving in and out of the housing units.
3. Prepare support information during inter-agency and community meetings.
4. Work both independently with minimum supervision and within a multi-disciplinary team.
5. Ensure that all rules of confidentiality are upheld.
6. Maintain a confident, flexible, and co-operative attitude at all times; demonstrate a professional, positive and consistent in all aspects of the job
7. Provide information to service participants inquires about the range of mental health services and supports available in Halton.
8. Support an effective rent collection and payment system.
9. Drive to different sites in Halton – driving licence, reliable car and appropriate insurance essential.
10. Participate in program evaluation as appropriate
12. Participate in training as required.

**Administration:**

Job requires strong administrative and organizational skills, and the ability to take and transcribe minutes. Job requires strong computer skills and the ability to multi-task in a fast paced environment. Job requires the ability and confidence to represent the Manager and Summit in a professional manner, e.g. at community meetings.

**Communication:**

Job requires first rate oral and written communication and presentation skills, and an excellent telephone style.

Job requires interpersonal skills to relate to service participants in a supportive and professional manner which encourages trust, respect, co-operation and motivation. Tact and sensitivity are required when interacting with service participants. First rate interpersonal skills and positive attitude needed to maintain effective working relationships with landlords, community service providers, colleagues and stake holders. Tact and professional discretion are required when dealing with queries from family members, community agencies, advocates and the public regarding Summit Housing & Outreach Programs and the Halton Homes Program.

**Responsibility for Planning:**

Job requires the ability to administratively support interagency meetings, case conference meetings, and interview assessment meetings.

**Freedom of Action:**

Job requires working in accordance with Summit Housing & Outreach Programs policies, procedures, standards, philosophies, mission/vision statements, and objectives; the policies outlined in the Support Agreement between Summit and the other partner agencies; and within relevant legislation and Ministry/LHIN guidelines. Job requires identifying, reporting, and recording incidents with a potential for negative outcomes related to safety or service provision, e.g. service participant's verbalization of aggressive threats against self or others or alterations in behaviour.

Job requires the ability and willingness to follow directives from the Manager.

**Disagreeable and/or hazardous Working Conditions:**

Job requires dealing with upset, and sometimes angry, service participants who have to come to terms to living with a serious mental illness; and responding to traumatic events such as attempted suicide, disturbed behaviour, and aggressive and/or violent incidents. The job also requires occasional exposure to risk of physical injury due to irrational behaviour of service recipients.

**Critical Job Criteria:**

Job requires:

1. Successful completion of a Business Administration Certificate/Diploma
2. Three to five years experience in an administrative position
3. Expert administrative, organizational and communication skills
4. Advanced experience and high level of proficiency using a variety of software packages.
5. A confident self-starter with the ability to take initiative, problem solves, and works with minimum supervision
6. Demonstrated ability to work independently and within a multi-disciplinary team
7. Ability to project a professional image while representing Summit Housing & Outreach Programs and the Halton Homes Program
8. Ability to multi-task and work in a fast paced and (sometimes) demanding environment.
9. High stress tolerance level
10. Strong interpersonal skills
11. Knowledge of Region of Halton
12. Valid driving licence, use of a reliable vehicle, and adequate automobile insurance coverage is essential
13. Regular working hours are 8:30 to 4:30 pm, however evening and weekend work may be required as per program needs
14. Consumer survivor and or knowledge of mental illnesses is an asset
15. Knowledge of a second language is an asset
16. Experience in a non-profit organization is an asset