



Canadian Mental
Health Association
Sudbury/Manitoulin
Mental health for all

Association canadienne
pour la santé mentale
Sudbury/Manitoulin
La santé mentale pour tous

COORDINATOR, HOUSING

INCUMBENT: 1 FTE

REPORTS TO:

Manager, Community Development and Housing

PROGRAM: Community Development & Housing

APPROVED BY: Director, Programs & Planning

DATE APPROVED/REVISED: November 2024

HOURS: 35 hours/week

POSITION SUMMARY:

Reporting to the Manager, Community Development and Housing, the Coordinator, Housing is responsible for the oversight of community-based housing programs and initiatives including the Rent Supplement Programs (Mental Health & Justice), Landlord partnerships, independent Transitional Housing units and Community Homes for Opportunity (CHO) Program. The Coordinator, Housing is also responsible for coordinating the activities of the Administrative Support, Housing and Recreational Therapist positions.

The Coordinator will be required to work weekdays and as part of a regular on-call rotation; evening and weekends as required.

ESSENTIAL JOB RESPONSIBILITIES:

Rent Supplement Program Coordination

- Develop and maintain Rent Supplement Program (Mental Health & Justice) standards, processes and outcomes.
- Liaise with Coordinator, Justice Services, and Coordinator, Housing Case Management, regarding support services and program expectations.
- Oversee the Rent Supplement Database and records. Ensure that monthly payments are correct and submitted to Accounts Payable.
- Manage correspondence regarding changes to Rent Supplements.
- Review Rent Supplement Program budgets to determine availability and set appropriate rent supplement amounts in accordance with average market rent and affordable housing guidelines.
- Oversee surplus spending and manage incidental costs in accordance with guidelines.
- Oversee completion of program documentation, including Rent Supplement Tenant Agreements, Occupancy Agreements and consents.
- Coordinate annual unit and tenant visits with assistance from Administrative Support, and the Housing Case Management team.
- Manage Rent Supplement Program intakes as per Housing Intake Process, including review and applicant selection.
 - Triage and support urgent tenant matters; provide referrals as appropriate.
 - Oversee Occupancy Agreements from Landlord perspective for Mental Health and Justice Supportive Housing Transitional Units.
 - Support Finance team with completion of related Annual Information Returns.



Landlord Relationships

- Develop new and strengthen existing Landlord relationships.
- Prepare Landlord agreements and ensure compliance of all related paperwork.
- Provide ongoing support to Landlords and advocate on behalf of the Landlord as required.
- Provide information to Landlords on compliance with *Residential Tenancies Act* and Landlord Tenant Board.
- Refer ongoing tenancy issues and concerns to the Coordinator, Housing Case Management or other community supports.
- Develop and facilitate community presentations on relevant housing issues.

Community Homes for Opportunity (CHO) Program Coordination

- Lead agency relationship with the CHO homeowner and work collaboratively to ensure program operations, procedures and outcomes align with the standards set by the Ministry of Health (MOH).
- Provide ongoing support and coaching to homeowner.
- Provide guidance, direction and mentoring to Housing Case Management services being provided within the CHO home.
- Manage CHO Program intakes as per Housing Intake Process, including review and applicant selection.
- Review program budgets and plan expenditures including surplus spending.
- Approve payment for expenses for support services on an ongoing basis.
- Liaise with MOH as required and complete ministry documentation, including monthly reporting.
- Support Finance team with completion of related Annual Information Returns.

Team Coordination

- Provide guidance, direction and mentoring to the Administrative Support, Housing and Recreational Therapist.
- Direct activities of staff by scheduling hours, approving time off requests, assigning and monitoring work, gathering resources and implementing productivity standards.
- Identify team and individual learning needs, coordinate training for staff.
- Lead interviews, recommend hires to Manager, Community Development and Housing, and develop new hire orientation plans.
- Conduct meetings with staff as part of regular supervisions, performance reviews, team meetings and to address human resources issues as needed.

Other

- Approve one-time purchases within the defined scope for the team and/or program.
- Provide Leadership coverage during absences.
- Participate in On-Call rotation
- Maintain quality-assurance activities by reviewing and evaluating program and partner objectives.



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- Participant on internal and external committees. This may include being an active participant and/or lead on committee(s), preparing meeting agendas and distributing meeting minutes; and implementing and following up on action items.
- Maintain Agency's values, vision and purpose by ensuring that clients' rights are respected and that all programs and activities meet legislative requirements, policies and procedures, funding body criteria, and professional and Branch standards.

Qualifications

- Completion of a bachelor's degree in health, social services or related discipline. Consideration will be given to those who are working towards completion of a degree; OR
- Completion of a 2 year diploma plus 5+ years working within CMHA-S/M.
- Professional Designation/Certification is required. This may include:
 - Registration, in good standing, with a regulating professional body e.g. Ontario College of Social Workers and Social Service Workers (OCSWSSW); or
 - Certification, in good standing, with a professional certifying organization* within health or social service fields e.g. Certified Psychosocial Rehabilitation Recovery Practitioner (CPRRP) from Psychosocial Rehabilitation (PSR Canada)*; or
 - Working towards registration or certification in one of the above within 6 months of hire.
- Minimum of 2 years' experience working in the mental health and substance use field is required.
- Demonstrated comfort and confidence providing direct support to individuals impacted by mental illness and substance use.
- Minimum of 1 years' experience in housing or landlord/tenant relations is preferred.
- Strong numeracy and communication skills are required.
- 1-year of supervisory experience is preferred.
- Fluency in English required. Advanced conversational French is an asset.
- Proficiency in Microsoft Office Suite, including advanced proficiency with Microsoft Excel is required.
- Knowledge and application of quality improvement methodology is preferred
- Reliable vehicle is required.
- Knowledge of Residential Tenancies Act and Landlord Tenant Board proceedings is preferred.
- Certification in Non-Violent Crisis Intervention (NVCI), Mental Health First Aid, First Aid & CPR and Applied Suicide Intervention Skills Training (ASIST) are assets.

*Organization must have a written code of ethics, core values and standards that are consistent with those of CMHA-S/M. Certification must require members to meet a core set of competencies, have a requirement for continuous learning to maintain certification and be approved by CMHA-S/M.



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JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

Teamwork and Collaboration	Expresses positive expectations of others in terms of their abilities, expected contributions and responsibilities. Speaks of team members in positive terms. Is looked to by team members as a valuable source of information.
Integrity	Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self-accountable for professional behaviour. Is able to make thoughtful judgements and reasoned decisions when ethical standards are in conflict.
Planning, Organizing and Coordinating	Develops operational plans and provides contingencies. Establishes measures to assess progress against the plan. Adjusts the plan appropriately and takes initiative to follow through rather than wait for problems to arise. Recognizes problems, takes corrective/preventive action and keeps people informed of plans, progress and decisions.
Building Relationships and Partnerships	Develops a long term collaborative relationship with stakeholders with the explicit intent to share information/resources and advance the program. Seeks input and participations from community members regarding property changes and initiatives. Calls on relationships in times of needs but also responds expediently to requests of others.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization