



JOB DESCRIPTION

JOB TITLE	Tenant Services Mental Health and Addictions Caseworker
DEPARTMENT / PROGRAM AREA	Housing Operations (NDHC)
REPORTING TO	Supervisor, Housing Operation Services
EFFECTIVE DATE	June 2021
SALARY	Band 10

JOB SUMMARY

Under the supervision of the Housing Operations Services Supervisor, the Tenant Mental Health and Addictions Worker position will promote the well-being of tenants and provide assistance and connect them to services in response to tenant's challenges, barriers and needs. This position will manage an assigned caseload and work cooperatively as part of the Tenant Services team to prevent tenant evictions and assist to improve the quality of life for tenants in the district of Nipissing.

The Tenant Mental Health and Addictions Worker will use their knowledge and expertise in the area of mental health and/or addiction support, to coach and guide tenants struggling with these barriers.

The position will liaise effectively, and work collaboratively and innovatively to develop and maintain working relationships with community partners, DNSSAB departments and staff to support and foster tenant relations.

JOB DUTIES AND RESPONSIBILITIES

Program Administration, Reporting, Policy & Procedure Development and other duties

Under the direction of the Housing Operations Services Supervisor

- Conducting interviews, assessments of tenant needs, and provide -guidance effectively.
- Making referrals to outside agencies and acting as a liaison with mental health and addiction treatment programs
- Developing and supporting working relationships with referral agencies, partners, and other community stakeholders including legal and support issues.
- Providing mental health and addiction supports and services to tenants in a case management role.
- Investigating tenants who exhibit anti-social, disruptive or inappropriate behaviour and who violate current social housing and landlord/tenant legislation, and advise the Tenant Services team.
- Maintaining a comprehensive understanding of crisis management and the impact of trauma on tenants with mental health and addiction issues.
- Assisting tenants to complete forms, surveys and other document relevant to their tenancy.
- Informing tenants of their legal rights and responsibilities
- Advocating on behalf of tenants in areas of life skills, education, health, comfort, housing and community support systems.
- Conducting site visits to inform and assist tenants seeking or needing support for tenancy issues.
- Providing service to a broad range of tenants who may be distraught, in crisis or in an emergency situation.
- Demonstrated ability to assess, analyse and resolve complex situations.
- Maintains documentation and statistical information regarding interaction and activities pertaining to individual tenants or tenant groups.
- Coordinating and facilitating educational workshops on mental and addiction related topics.
- Maintaining strict confidentiality guidelines regarding all tenants.

Compliance & Quality Performance

Ensure that all tenant documentation and processes comply with the Housing Services and Residential Tenancies Act;

- Conducting site visits of properties to keep apprised of any issues to address or minimize risk.
- Report unit/building deficiencies and safety issues observed during site visits to the Tenant Services Supervisor.
- Preparing and submitting regular reports to the Housing Operation Services Supervisor identifying issues and concerns.
- Evaluating and reporting on case management, events and tenant workshops.

Partnership Development

- Work with the Housing Operation Services Supervisor and tenant services team to maintain relationships within all departments of the organization and with Community Partners

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

- Two year post-Secondary Diploma or degree in Social Science Field or Mental Health & Addictions program.
- Minimum 2 (two) years' experience working with residential tenancies and property management and mental health services or related field.
- Knowledge of housing policies and procedures as well as related Provincial and Federal legislation ie; Residential Tenancies Act, Child Welfare Act, Municipal Freedom of Information and Protection of Privacy Act, Personal Information Protection and Electronic Documents Act.
- Knowledge of alternative dispute resolution, mediation and crisis intervention skills taking into consideration cultural practices and beliefs.
- Excellent communication skills when providing support to tenants on a daily basis and when they are in crisis; discuss observations and make recommendations to the Tenant Services team.
- Time management, organizational and problem solving skills in order to prioritize and plan workday.
- Proficient in the use of personal computers and knowledge of word processing, spreadsheet and property management software products.
- Knowledge of office practices and procedures.
- Ability to project the values of the organization.
- Report and case management and other relevant correspondence writing skills.
- Ability to work with diverse clients with tact and diplomacy.
- Strong ability to work as a team member in a highly interactive team.
- Demonstrate good judgement in understanding and meeting the needs of the tenants and communicating this to others within the team.
- Excellent organization skills are required while being sensitive to time constraints and tight deadlines.
- Ability to read and understand information from a variety of sources for interpretation to tenants.
- Demonstrated active listening skills.
- Thorough knowledge of community resources.
- Valid Ontario driver's license and reliable vehicle.