



TRANSITIONAL SUPPORT TENANT RELATIONS AND INTAKE COUNSELLOR

Under the direction of the Director of Transitional Programs and Housing Initiatives, the Tenant Relations and Intake Counsellor will support women as they establish violence-free lives in the community. This includes supporting the intake and discharge process into the Second and Third Stage Housing Program, rent collection and tenant relations as well as intake and assigning of cases to the Transitional Support (TS) team.

Responsibilities will include:

- Completing intake functions for the TS program and carrying a caseload of brief service clients.
- Responsibility for screening, intake and discharge for Second and Third Stage Housing.
- Calculating, collecting and managing the rent payments and reporting in accordance with Ministry guidelines.
- Monitoring all property-related issues and coordinating with Facilities Team to ensure that properties are in good working condition at all times.
- Assisting with safety planning for women and their children.
- Working with women to develop transition plans.
- Providing support, information and referrals to appropriate legal, housing, medical, education, employment and other community resources.
- Completion of administrative tasks (e.g., record keeping, reports, statistics etc.)

Qualifications:

- Post-Secondary Education in the Social Service field or equivalent experience and specialized training
- Knowledge of violence against women and children issues
- Knowledge of housing issues, HIFIS, Coordinated Access, BNL, Residential Tenancies Act
- Experience working in a housing program, screening, intake and discharge
- Knowledge of family and criminal law issues
- Feminist working perspective
- Ability to problem solve in innovative and creative ways
- Good written and oral communication skills
- Ability to work cooperatively as a team member and independently
- Strong supportive counselling skills
- Skills in the use of a personal computer for recording, correspondence and report writing
- Access to a vehicle and a valid driver's licence (limited public transportation is available)

Hours of Work:

- 35 hours per week. Some evening work is required.

Please forward your resume by Friday, March 15 2024

jobapplication@familytransitionplace.ca

Safety. Support. Hope. Building healthier communities – one relationship at a time.

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