



## The Corporation of the City Of Brantford Housing & Homelessness Services

requires

### **Tenant Support Coordinator-Live Well – Job ID #2041**

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our Work from Home arrangement. The City is committed to the professional development of our staff and invite you to come, grow with us!

---

Reporting to the Supervisor-Live Well Brantford-Brant, the Tenant Support Coordinator-Live Well will provide a range of housing supports, utilizing a Housing First approach by providing immediate housing and then working with participants to promote recovery and wellbeing by providing ongoing supports for daily living, improved quality of life programs, supports for successful tenancies and to provide linkages for more intensive required supports.

- Provide individualized one-to-one supports to tenants:
- Maintain a caseload of 10-15 tenants with varying levels of acuity
- Help tenants identify their challenges and skills (e.g. cooking, cleaning, hygiene)
- Help tenants problem-solve housing stability challenges
- Work with tenants on harm reduction skills, liaise/coordinate with addictions and mental health professional external supports
- Work with tenants to develop individualized plans and supports to address their needs (e.g. health issues, hoarding, anti-social behaviours)
- Organize counseling, referrals or support services as needed for tenants and encourage tenant engagement in on-site programs or external activities
- Create opportunities for tenants to re-engage with larger community through external programs and activities
- Work with tenants to build a tenant council, and create community building initiatives that support a healthy community
- Assist tenant groups to obtain funding to enhance community activities
- Help tenants be good neighbours
- Liaise with community agencies such as Social Assistance, Ontario Disability Support Program, Family and Children's Services, Canadian Mental Health, The Office of the Public Guardian and Trustee etc.
- Oversee volunteers and students on placement
- Work with Property Managers
- Manage guest and visitors according to building policy
- Responsible for ensuring tenants are aware of and follow risk management activities such as building, fire and safety legislation/policies
- Identify any building related concerns to Property Managers
- Work with tenants to fulfill their tenant obligations (pay rent, keep units clean, get along with neighbours)
- Investigate, document and report incidents involving injury or property damage
- Make recommendations and take action to mitigate risk as appropriate
- Assist with drafting and amending procedure documents
- Conduct wellness checks, as needed
- Review daily logs and update tenant files as needed, using HIFIS or other technologies
- Maintain excellent relationship with other stakeholders and participate in meetings, training or other programs to better serve tenants and staff.
- Monitor office and common areas to ensure tenant and staff safety
- Acts on behalf of other Tenant Support Coordinators during absences
- Duties may change from time to time and the Tenant Support Coordinator may be required to perform other tasks related to the position, as required

### **QUALIFICATIONS**

- Possess a post-secondary degree or diploma in Social Work or another related social science or human services, with a minimum of four (4) years of progressive housing first case management experience in housing first, supportive housing, homelessness serving services, or related field working with vulnerable clients.
- Non-judgmental attitude and solid understand of harm-reduction principles.
- Working knowledge of pertinent provincial and federal legislation and guidelines related to mental health, income support programs, employment and training such as Housing Services Act, the Residential Tenancies Act, social assistance legislation (Ontario Works and ODSP), Municipal Freedom of Information and Protection of Privacy Act; Familiarity with municipal policies and procedures, as well as local community agencies and service providers is an asset.
- Proven ability to provide supports to people experiencing and/or at risk of homelessness, with mental health concerns as demonstrated through experience in supportive housing, community mental health or homelessness prevention and/or related fields such as addictions, family violence, criminal justice;
- Demonstrated understanding of mental health issues, impacts and treatment in relationship between mental health and housing/homelessness; Familiarity with concurrent disorders and local addiction-treatment providers, as well as the social determinants of health is an asset.
- Self-starter with the ability to organize and prioritize work in order to meet competing deadlines and to manage an ongoing caseload; Creativity, adaptability, and ability to work independently and as an active team member as required.
- Demonstrated exceptional interpersonal skills including proven customer service skills required to manage partnerships with multiple stakeholders.
- Experience in conflict resolution and excellent written and oral communication skills are essential
- Experience working with computer applications including HIFIS, MS Word, Excel, Outlook,
- Possess a valid Class 'G' driver's license in good standing during the course of employment
- Rotating evening, early morning, and weekend hours required
- Satisfactory Police Vulnerable Sector Check

STANDARD WORK WEEK: 35 hours per week. Occasional overtime work is required. Evening and weekend hours will be required.

**WAGE/SALARY RANGE:** \$39.80 to \$42.32 per hour (35 hours per week) plus benefits.

To apply on-line, please visit the City of Brantford website at <https://careers.brantford.ca/> and click on **Current Opportunities**.

Closing date for applications: **Thursday, April 4, 2024, at 4:30 p.m.**

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted. Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.