

JOB POSTING

Position Type: Full Time – Contract for duration of program funding
Years of Experience: 3

Date Ad Posted: July 12, 2019
Application Deadline: Open until filled

Mainstay Housing believes that stable housing and ongoing support helps people living with mental health and addiction issues achieve fuller ownership of their future. We are a private, non-profit corporation that works to provide deeply affordable housing for these marginalized individuals. To that end, we have a challenging opportunity for a dynamic individual who is able to manage service requirements for multiple tenant members, promoting independence to move on to living in the private rental market, while acting as a liaison to the landlords and potential partners within communities across the city of Toronto. This position reports to the Manager, Tenant & Member Services (TMS) of the expanding Homeless to Home program.

HOUSING LOCATOR

Program Funded Contract, currently until March 31, 2020

Starting Salary: \$48,782

The Housing Locator (HL) is responsible for assisting Mainstay tenants with moving on from Mainstay-owned buildings to private market rent units; to identify, apply for, and secure housing in this city where there is very high demand for affordable vacancies. This includes accompanying individuals to prospective properties during the housing search process; assisting individuals with applications for tenancy; facilitating the rapid execution of required paperwork for initial payments; recruiting inclusive landlords for the program. Developing and maintaining strong relationships with landlords and property managers, is needed to increase Mainstay's ability to obtain more positive housing opportunities and enhance relationships in the community.

Duties and Responsibilities:

- Research rental market, identify prospective landlords and appropriate units to meet the needs of Mainstay tenants
- Conduct landlord outreach activities to build relationships and educate landlords on the program
- Create and maintain partnerships with property managers and other agencies who service the required units, eg. Case Managers.
- Develop and maintain a housing inventory of available and occupied units suitable for the program.
- Perform housing quality inspections prior to placement of tenants.
- Share housing research reports and information for the TMS Manager, tenants potentially participating in the program, and their Supportive Housing Workers
- Market the program and educate tenants and staff about the program, including required documents.
- Review tenants' needs and desires for housing units; including type, location, rental amounts, etc., and provide guidance on prospective properties that can be visited with the tenant.
- Negotiate lease terms, utilities, move-in dates. Work with landlord to reduce or eliminate as many barriers to housing entry as possible.
- Coordinate with tenants and their support workers on the lease-up process, including attending lease signing.
- Coordinate moving assistance, and complete reports and database information.
- Provide post move-in support to ensure long-term tenancy success.

Education and Experience:

- Bachelor's Degree in Human Services Field
- Minimum of three years' experience in supportive housing/affordable housing industry
 - Knowledge of Toronto neighbourhoods where rental housing is located, and knowledge of housing/building codes and safety standards of housing
 - Knowledge and experience with leasing activity and the *Residential Tenancies Act*.

- Experience working with formerly homeless and marginalized populations living with mental illness, addiction issues and other complex needs.

Knowledge, Skills and Abilities:

- Understanding homelessness/poverty and how these impact on people living with mental illness/substance use
- Proficiency in English; effective written & verbal communication skills
- Process improvement and problem-solving skills
- Critical thinking, and data analysis
- Excellent interpersonal skills
- Ability to take initiative and work positively with team efforts towards the Mission of Mainstay
- Demonstrated sensitivity to working in an environment diverse in abilities and cultures
- Ability to work with minimal supervision and exercise good judgement
- Proficiency in Microsoft Office programs, internet, scheduling and databases
- Valid driver's license

Assets:

- Prior experience in real estate, project management, sales or a related field strongly preferred.
- Familiarity with the *Mental Health Act*.

Regular hours of employment are 8:30 a.m. to 4:30 p.m. Monday to Friday.

Resumes may be submitted BY EMAIL to HumanResources@mainstayto.ca

Only applicants to be interviewed will be contacted.

Mainstay Housing strives to reflect the diversity of the community. We are committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise Human Resources if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner.