

Located an hour east of Toronto, the thriving Southeastern Ontario community of Northumberland County has a rich history of agricultural production, world-class manufacturing, and economic viability. As the upper tier of municipal government, we weave together seven diverse yet complementary municipalities.

Currently, we are looking to fill the following existing vacancy:

Housing Services Caseworker

Permanent, full-time position

Position Summary

Reporting directly to the Housing Services Operations Supervisor, your primary activities will involve tenant case management for the Northumberland County Housing Corporation (NCHC), with a caseload of more than 250 tenants. You will also be required to plan and execute tenant engagement and relations activities across the NCHC portfolio. Other activities may include supporting provincial and federally funded programs, County-funded affordable housing programs, supporting community housing providers and affordable housing providers, and supporting NCHC regeneration activities including tenant relocations and supports.

Duties & responsibilities:

- NCHC tenant case management with a lens to housing retention;
- Supporting cases moving forward to the Landlord Tenant Board, engagement with internal departmental divisions and external partners to support housing retention including the Legal Centre;
- Plan and execute tenant engagement and relations activities across the NCHC portfolio;
- Supporting the development, drafting and implementation of policy and procedures relating to the NCHC portfolio;
- Supporting NCHC regeneration activities including tenant relocations and supports;
- Conducting operational reviews for non-profit housing providers, tenant relations support to non-profit Board of Directors and Property Managers;
- Supporting provincial and federal funded programs including working with prospective applicants and those administering programs (COHB, Ontario Renovates, Home Ownership, Community Housing Provider Capital Repair Programs, etc.); the administration of agreements for rent supplement units;
- Asset Management monitoring and support to community housing providers;
- Trends and data collection as required; and
- Other duties as assigned.

Qualifications

- A university degree or college diploma in Social Services or a related field;
- Minimum six (6) months to one (1) year of related progressive experience, preferably in a municipal environment, with experience in a Social Services environment;

- Completed RGI certificate program an asset;
- Ability to learn new data reporting software, including YARDI Property Management, AssetPlanner, Transfer Payment Ontario, and RentCafe;
- Demonstrated proficiency in all Microsoft Office (Word, Outlook, Excel) applications;
- Excellent time-management, communication, conflict resolution, communication and organizational skills;
- Ability to work collaboratively in a team environment and with community partners and agencies;
- Ability to work independently as required.
- Ability to demonstrate discretionary decision-making skills.
- Ability to read and interpret provincial legislation.

The successful candidate will be required to submit a satisfactory criminal background check prior to the commencement of employment. We thank all applicants for their interest, however, only those selected for an interview will be notified.

When emailing your application, please indicate what source you found this posting in and please ensure your cover letter, résumé, and any other supporting documents are submitted in one file (preferably MS Word (.doc or .docx) or Adobe (.pdf)).

Please also indicate in your cover letter your preferred method of contact: text, email, or phone call.

We invite you to submit a resume and cover letter by **4:30pm on Friday, May 13, 2022**, to:

Human Resources
County of Northumberland
555 Courthouse Road
Cobourg, ON K9A 5J6
e-mail: hr@northumberland.ca
fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to accessibility@northumberlandcounty.ca or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.