

## **JOB POSTING**

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

**Date Ad Posted:** September 28, 2018  
**Application Deadline:** October 15, 2018

**Mainstay Housing** provides quality, affordable and accessible housing primarily for marginalized individuals. We are a private, non-profit housing corporation, which owns and manages 41 buildings with over 900 units across Toronto. We have an exciting opportunity for a dynamic individual who is able to manage service requirements for multiple tenant members, promoting independence and quality of life, while acting as an agent of the landlord (Mainstay) or liaison to other landlords within communities. This position reports to the Manager, Tenant & Member Services of the expanding Homeless to Home program.

### **HOUSING LOCATOR** **Program Funded Contract until March 31, 2020** **Starting Salary: \$48,782**

The Housing Locator (HL) is responsible for assisting Mainstay tenants, moving on from Mainstay to private market rent units, to identify, apply for, and secure housing in the community. This includes accompanying individuals to prospective properties during the housing search process, assisting individuals with applications for tenancy, facilitating the execution of required paperwork, recruiting landlords for the program, and developing and maintaining strong relationships with landlords and property managers.

#### **Duties and Responsibilities:**

- Research rental market, identify prospective landlords and appropriate units to meet the individual needs and preferences of Mainstay tenants participating in the program
- 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.
- 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 tenants participating in the program, staff and partners
- 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.
- Provide after-hours emergency pager coverage on a rotating basis.

#### **Education and Experience:**

- Bachelor's Degree in Human Services Field
- Minimum of three years' experience in supportive housing/affordable housing industry
- 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
- 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*.

- Proficiency in English; effective written & verbal communication skills
- 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
- Critical thinking, data analysis, and problem-solving skills
- 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*.

550 Kingston Road is not smoke free within units, and some other buildings' environments are not smoke-free.  
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](mailto:HumanResources@mainstayto.ca)**

Only applicants to be interviewed will be contacted. No phone calls please.

Mainstay Housing is an environment that is characterized by respect, choice and inclusion. We strive 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. Information received relating to accommodation requests will be treated with confidentiality.