

## **Community Liaison Housing First Permanent | Full Time**

### **What we do and why we do it:**

**Pathways to Housing, HomeBase, Prelude, and Abbeydale Place** are Housing First Programs through The Alex that support formerly homeless program participants with significant physical and/or mental health issues. Participants are provided with subsidized housing and rapid access to a myriad of supports to encourage stability, recovery, and improved quality of life. The Alex's Housing First Programs (Pathways to Housing, HomeBase, Abbeydale Place, and Prelude) support individuals who have experienced homelessness to achieve stability and wellness through subsidized housing and promoting reintegration into the community.

The Community Liaison is a key member of the Housing Team who works closely with property managers, individual landlords, community associations, and the Housing Support Team to engage community partners, build program housing capacity, and cultivate healthy relationships. By strengthening connections with the larger housing system, the Community Liaison aims to reduce barriers and decrease wait times for Alex scattered site Housing First participants. The Community Liaison faces a wide variety of complex problems and must be a skilled problem solver who is able to consider multiple stakeholders interests and professional requirements. The Community Liaison collaborates closely with the Housing Navigator by identifying and sharing housing resources and opportunities. Please note that this is a permanent full-time position.

### **What you will do:**

- Engage community partners and provide education on the values of Housing First, especially community integration, trauma awareness and recovery orientation.
- Develop and maintain ongoing relationships with landlords and other housing providers through building understanding of The Alex's mission and to establish clear expectations and process related to Housing First Programs.
- Develop relationships with community associations, grass roots organizations, faith-based communities, and other community members in regions where participants reside to help facilitate the development of local community integration and support.
- Maintain consistent communication with landlords via telephone, email, and in person
- Maintain a housing directory and document contact with housing providers
- Research, investigate, and view housing opportunities on behalf of Alex Housing First participants
- Provide weekly summaries of housing opportunities to the Housing Navigator and Housing First outreach staff
- Collect and share feedback from landlords about the housing programs with team members
- Monitor and refine the Eviction Prevention program and processes
- Facilitating the execution of required program paperwork and documents (e.g., Notices under the RTA)
- Represent The Alex with professionalism through empathetic, genuine, non-judgmental conduct while maintaining confidentiality and clear boundaries
- Participate in staff meetings and training as directed by supervisor
- Complete all relevant monthly, quarterly and annual program reports in a timely manner
- Back-up other staff and assist the Housing Support Team in completing their tasks as needed
- Assist with data collection and entry as directed
- Other duties as required

### **What you bring:**

- Post-secondary education is required; Social Services preferred (Equivalences will be considered)
- Three to five years of experience working with vulnerable populations with significant mental health and substance use issues
- Familiarity with the Residential Tenancy Act (RTA) and the Residential Tenancy Dispute Resolution Services (RTDRS)
- Standard First Aid – Level C CPR & AED are mandatory within 30 days of hire date, certification must be valid for a minimum of 6 months upon hire
- A satisfactory vulnerable sector criminal record clearance is required
- Class 5 non-GDL driver's license, a personal vehicle, a clean driver's abstract, and \$2 million liability insurance are required
- Knowledge and/or experience with working with community organizations
- Understanding of Housing First and Harm Reduction is required
- Comfort meeting individually with community partners and participants in the community in a broad variety of settings, with a safety-first mindset is required
- Exceptional written and verbal communication, organization, advocacy, teaching, and rapport-building skills
- Ability to manage a fast pace work environment using time management
- Experience with Microsoft is an asset
- Lived experience of homelessness, housing insecurity, mental health is an asset
- Conflict resolution, de-escalation, mediation and advocacy skills (e.g., trauma informed care training and NVCI is an asset)
- Commitment to contributing positively to team culture
- Openness to a wide scope of practice with commitment to innovation and flexibility
- Willingness to support participants with housing needs (e.g., ability to safely lift household items within your ability, support with teaching independent living skills, etc.)
- Strong initiative in times of limited supervision
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action considered an asset

### **Working Environment:**

- 1.0 FTE (37.5 hours/week)
- Office environment (60%); Outreach (40%)
- Continuous extended periods of sitting, standing, and walking (sometimes up and down stairwells)
- Frequent driving as part of work activities
- Occasional time outside in all weather conditions

### **Driving on Behalf of The Alex:**

This position is required to use your own vehicle for work-related use or drive Alex vehicles for work purposes. Where required, candidates must show proof of a class 5 non-GDL driver's license, a personal vehicle, a clean 5-year drivers abstract, and \$2 million liability insurance to meet our insurance providers requirements.



**How to apply:**

If you're as passionate as we are about making a difference in people's lives, please visit our Career Centre at [Jobs at The Alex | The Alex](#).

*This posting will remain active until a suitable candidate is found. We thank all applicants for their interest, however, only those selected for an interview will be contacted.*

For further information about The Alex and its programs, we encourage you to visit our website at [www.thealex.ca](http://www.thealex.ca)