



### Housing Caseworker

Action-Logement offers free and confidential assistance services to low and modest-income individuals and families, particularly those at risk of homelessness. We intervene in resolving conflicts with landlords by defending tenants' rights and representing them at the Landlord and Tenant Board to prevent evictions.

#### **JOB DESCRIPTION:**

- Identify and assess the needs of individuals and families at risk of losing their housing.
- Prepare an intervention plan and provide the necessary support for its execution.
- Identify and assess community services to ensure housing stability.
- Intervene with administrative bodies and service providers.
- Work with clients to resolve conflicts and provide information on tenants' rights and responsibilities.

#### **THE IDEAL CANDIDATE MUST:**

- Hold a Bachelor's degree in Social Work, Law or a Paralegal License (Law Society of Ontario)
- Have experience with vulnerable populations and crisis intervention.
- Be familiar with the social services and social housing process in Ottawa.
- Be punctual, organized, have good collaborative work skills and excellent team spirit.

#### **REQUIRED PERSONAL TRAITS:**

- Empathy and sensitivity:** Ability to understand and identify with the needs of vulnerable individuals and families.
- Analytical and evaluation skills:** Ability to identify the immediate and long-term needs of people experiencing housing difficulties and evaluate the best solutions to help them.
- Conflict resolution:** Ability to effectively intervene with landlords and work with clients to resolve housing-related conflicts.
- Communication skills:** Excellent ability to communicate clearly and effectively, both orally and in writing, in French English and Arabic.
- Organization and time management:** Ability to effectively manage priorities and multiple tasks in a dynamic environment.

**COMPENSATION:** Starting from \$48,000, depending on experience and education.

**WORK SCHEDULE:** 35 hours per week, Monday to Friday.

**WORKPLACE:** Hybrid, home/office (305-150 Montreal Road)

**START DATE:** June 27, 2024

If you possess these skills and traits, we strongly encourage you to apply for this position. Please send your cover letter and resume to the selection committee by 4:00 PM on Monday, June 17, 2024.

By email: [emploi@action-logement.ca](mailto:emploi@action-logement.ca) or via [Indeed](#)