



## **Temporary Full-Time Position: Reception and Intake Worker**

For over 30 years, Action-Logement has been providing free and confidential services to low-income individuals, the homeless, or those at risk of homelessness. We assist with finding housing, obtaining benefits to prevent the loss of housing, and navigating the application process for social housing. We also negotiate with landlords to resolve conflicts and represent tenants in court to avoid evictions.

### **Main Mission:**

The Reception and Intake Worker will be the primary point of contact for Action-Logement clients, guiding them towards the appropriate services offered by the organization.

### **The responsibilities of the Reception and Intake Worker include:**

#### **Client Reception and Preliminary Assessment:**

- Welcome clients and conduct an initial assessment of their needs using triage tools to confirm eligibility for Action-Logement services.
- Complete internal referral forms for clients who meet the criteria and transfer the cases to the program manager.
- Input client data into the information system.

#### **Partnership Development and Management:**

- Establish and maintain relationships with external partner organizations such as community centers, charitable organizations, etc.
- Coordinate external referrals, ensuring that partners provide key information about at-risk clients.

#### **Housing Research and Securing:**

- Conduct housing searches for clients and update the list of housing companies.
- Collaborate with partners and landlords to identify and secure housing that meets the needs of project clients.
- Work with the project team and external partners to develop sustainable and suitable housing solutions.

#### **Follow-up and Communication:**

- Maintain regular communication with clients to assess progress and adjust the support plan as necessary.
- Organize inter-partner coordination meetings to discuss challenges, share resources, and strengthen collaboration.

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

- Hold a degree in social work or a related field.
- Have proven experience in welcoming and supporting vulnerable individuals, preferably in the housing or homelessness prevention sector.
- Possess skills in partnership management and network development.
- Have excellent oral and written communication skills (French and English); proficiency in another language is an asset.
- Be knowledgeable about housing issues and available resources in Ottawa.

**Note:** Experience in a reception role, as well as experience in counseling and/or crisis intervention, will be considered an asset.

**COMPENSATION:** Between \$41,480 and \$44,480, paid leave, 2% annual RRSP contribution, benefits after a

three-month period.

**WORK SCHEDULE:** 35 hours per week, from 8:30 AM to 12:00 PM and from 12:30 PM to 4:00 PM, Monday to Friday.

**WORK LOCATION:** 150 Montreal Road – Unit 305 / Telework 2 to 3 times per week.

**START DATE:** As soon as possible

Please send your resume by 4:00 PM, Thursday, September 15, 2024.

By email: [emploi@action-logement.ca](mailto:emploi@action-logement.ca)