

<b>Position Title:</b> Housing Services Coordinator	<b>POSTING DATE:</b> July 25, 2025
<b>Location:</b> Fort Erie, Ontario	<b>Position Type:</b> Full-time on-site
<b>Program Area:</b> Administration / Support Services/ Transitional Housing	<b>Hours of Work:</b> 35 hours/week
<b>Direct Report:</b> Program Manager / Administration Operations Manager	<b>Operations Hours:</b> Daily Monday to Friday

## POSITION ROLE

In partnership with the Niagara Region Indigenous Community, Bethlehem Housing and Support Services (BHSS) will operate a Supportive Transitional Housing program for women and children in the city of Fort Erie. We are seeking a Housing Services Coordinator (HSC) who will serve as the central Administrator and point of contact for residents, housing services, site operations, and maintenance functions at the Fort Erie location. This position will be a liaison between all departments and areas of function including the Support Services programming, Housing, Administration Operations, and Maintenance Teams, as well as the main administrative liaison with the BHSS Headquarters and the Core Group of partners. This person will interact directly with Clients/Residents for specific and defined purposes to provide a single point of contact for both Staff and Residents to streamline organizational processes for efficiency and accountability.

The HSC will coordinate, organize, and operationalize initial client intake processes, triage assessment, case management worker assignments, and then main Resident/Client related activities once they have been approved for Residency by designated Management/Support Staff. In partnership with the Staff team, the HSC will participate in the implementation of all administrative systems that underscore all housing and program operations, including BHSS accounting and housing software programs, Niagara Region homeless service system coordinated access, and the designated data systems.

The HSC will prepare and provide regular and timely updates, information and reports to their Direct Report Management team and other staff team members as required for the overall achievement of the program objectives/goals as well as information that affects individual client-related plans.

## QUALIFICATIONS & COMPETENCIES

- Social Services Diploma or other public service-related field
- Minimum of three years' experience in social service environment or agency
- Additional and/or specific housing administrative experience will be considered an asset
- Strong knowledge and awareness of:
  - Community services, local programming, and housing
  - All housing legislation including Residential Tenancies Act and the Housing Services Act
  - Indigenous Community, Indigenous Organizations/Agencies services and programming, Indigenous Band supports, and housing opportunities.

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- Women's issues in the Violence Against Women/Gender Based Violence / Human Trafficking survivor service support sectors
- Freedom of Information and Protection of Privacy Act and its application within the workplace
- Various office procedures and equipment used within an administrative capacity
- Ability to manage calls from clients/residents who may be in crisis
- Demonstrates a strong focus on customer service and the ability to multi-task with a high level of comfort in serving clients in a critical environment
- Has a mature and empathetic personality, able to relate to a diverse group of people in a positive and judgement free manner.
- Understanding of and ability to work within a defined harm reduction model and trauma-informed approach to service delivery.
- Ability to understand, adapt to, and apply a culturally appropriate approach to service delivery as required
- Adaptable and supportive of changing needs such as administrative processes, programming, and client requirements
- Effectively works both independently and as part of a team in all areas of responsibility
- Highly organized with excellent time management, communications, and interpersonal skills
- Must have excellent written, active listening, and verbal communication skills
- Demonstrates and promotes a personal understanding and appreciation for the mission, vision, strategic outcomes and goals of the CP program
- Proficiency with MS Office programs including but not limited to Word, Excel, Teams and Outlook with a willingness and ability to learn and use other program related software systems
- Must have own reliable transportation and automobile insurance
- Vulnerable Sector Police Check (or willingness to obtain) with results satisfactory to BHSS, which is eligible for a partial reimbursement by the organization
- Valid Certification in First Aid/CPR (or willingness to obtain at BHSS expense)
- Bilingual English/French or other languages will be considered an asset

## **RESPONSIBILITIES**

### **Intake Support Service Processes**

- Complete intake screenings for housing applications and requests for support services.
- Use established software programs and other information/data tracking methods for accurate client records and set up of case management files, tracking and recording referrals.
- Coordinate procedures and data collection with Niagara Region homeless service system processes.
- Maintain strong knowledge and awareness of current community and Indigenous community support services, local programming and housing.
- Provide information about housing options, programs and services as deemed appropriate and according to needs.

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- Provide assistance, information and referrals to individuals who may require support outside of the scope of work performed by the CP program.
- Ensure that all incoming inquiries from individuals and outside agencies are handled/addressed with a sense of urgency and in a supportive and understanding manner.
- Manage and maintain waitlist.
- Provide detailed reports to the Program Manager on a timely basis (or as needed)

### **Resident/Client Housing Support Services Coordination and Administration**

Operationalize and coordinate main resident related activities once the client has completed the intake and application process and has been approved for Residency.

- Establish and maintain good relations with resident participants
- Receive and respond to Resident/Participant concerns in person and/or through communications technologies
- Maintain and update the information portal website as needed and provide access orientation for usage
- Execution and operations of tools and technologies used to streamline communications
- Accurate and timely entry of information into the Property Management System
- Support the procedures to fill vacant units promptly
- Assistance with Resident/Participant move in & out processes as well as liaison with maintenance as required including inspections
- Communications with external referral sources and/or Social services
- Back up support and liaison for maintenance issues
- Assistance with the preparation and signing of Occupancy Agreements
- Support for tenants in fulfilling their residency/occupancy agreement obligations
- The application of occupancy policies and procedures to address violations
- Assistance with completing tenant household income verification and rent calculations, including input to accounting software
- Issue notices to residents/participants
- Assist in an administrative capacity with any and all occupancy processes
- Maintain a filing system (electronic and/or hardcopy) for all records and documents
- The collections and management of tenant ledger accounts that include rents, arrears, rent rolls and maintaining housing accounts receivables, including charge-backs
- Oversee the collection and deposit of rent payments and other revenue
- Accurate use of accounting and property management software as well as client data software
- Prepare, distribute and submit reports on monthly/annual vacancies and occupancy as required
- Engagement and involvement with other related department staff to ensure a safe, and efficient working environment

### **Other Duties and Responsibilities**

- Follow all established organizational policies and procedures
- Support the strategic goals, mission, vision and values of the program
- Promote and participate in a work environment free of workplace harassment and violence
- Perform work in a safe manner, so as not to endanger oneself or others

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- Adhere to the Occupational Health & Safety Act, Workplace Safety & Insurance Board Act, Human Rights Code and Employment Standards Act
- Participate in all training programs as required
- Work in a manner that preserves confidentiality and minimizes risk

### SALARIES AND

Salary for the full time 18 month contract position is \$25.50 per hour for 35 hours per week. General employment standard benefits are included, vacation pay, employment equipment requirements supplied, on-site parking.

### WORKING CONDITIONS

Four or more hours per day of close visual attention and/or concentration using both a computer and phone (use of hands-free device is available) in addition to one-on-one contact with clientele.

Pleasant surroundings in an office/residential environment with no excessive heat or cold with periods of exposure to continuous noise generated by incoming telephone inquiries and/or other interpersonal and office communications. The job requires some sudden shift of mental focus that is beyond the control of the job such as responding to crises, stressful or unexpected situations. This position requires the ability to communicate effectively with diverse groups of individuals with varying levels of ability, and occasional communication with upset or angry individuals. The role requires adaptability during busy times and the ability to maintain focus while managing a number of requests, tasks, and situations at one time.

### APPLY TO:

Posting on INDEED Canada or send cover letter and resume directly by email to:

Yvonne Kulawic at [ykulawic@bethlehemhousing.ca](mailto:ykulawic@bethlehemhousing.ca)

Lori Beech at [lbeech@bethlehemhousing.ca](mailto:lbeech@bethlehemhousing.ca)

Deadline for applications: Friday August 8 2025