



**Canadian Mental
Health Association**
Sudbury/Manitoulin

**Association canadienne
pour la santé mentale**
Sudbury/Manitoulin

EMPLOYMENT PACKAGE:

The following employment package contains information to apply for the:
Housing Administrative Support

The package contains (for your information):

1. Job Posting
2. Job Description
3. Employment Application
4. Scenario Questions (3)
5. Job Applicant Screening Form

Requirements for submission:

1. Applicant's Resume & Cover Letter
 2. Completion of Employment Application
 3. Completion of Scenario Questions (3)
 4. Completion of Job Applicant Screening Form
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POSTING: Housing Administrative Support

Full Time: 35 hours/ week – Full Time Permanent

RESPONSIBILITY:

Reporting to the Manager of Community Development and Housing, the Housing Administrative Support is responsible providing administrative support to the Rent Supplement Program, Residential and Property Programs within the Housing Department. The position also provides clerical/administrative support to the agency on an as-needed basis.

QUALIFICATIONS:

This position requires a Diploma or Degree in office administration.

- Minimum of one year experience in a related role
- Excellent communication, project management, organization and coordination skills
- Excellent computer skills: Microsoft Word, Excel and Outlook
- **Bilingualism is an asset for this position.**

SALARY: \$15.41 / hour

All employees are eligible to participate in the Healthcare of Ontario Pension Plan (HOOPP), a defined benefit pension plan. We offer a comprehensive group benefit plan.

LOCATION: Sudbury

TO APPLY:

Please complete the employment package available online at <http://sm.cmha.ca/get-involved/employment/> and submit to the attention of Human Resources.

By email: recruiting@dibrinasure.com

By Mail: DiBrina Sure Human Resources

62 Froid Road, Suite 302, Sudbury, Ontario, P3C 4Z3

By Fax: 705-688-9060

DEADLINE: Tuesday June 21st, 2017 by 12pm (noon).

INTERVIEWS: June/ July 2017

The Canadian Mental Health Association operates within a Total Quality Management model. Personal information submitted will be used for the purpose of determining suitability for these openings only. All applicants are thanked for their interest; however, only those selected for an interview will be contacted. CMHA follows the AODA legislation and support persons with disabilities with accommodations. Please notify us if you have any accessibility requirements. Canadian Mental Health Association is an equal opportunity employer.



Canadian Mental
Health Association
Sudbury/Manitoulin
Mental health for all

Association canadienne
pour la santé mentale
Sudbury/Manitoulin
La santé mentale pour tous

HOUSING ADMINISTRATIVE SUPPORT

INCUMBENT:

REPORTS TO: Manager of Community Development and Housing

PROGRAM: Housing

APPROVED BY: Board of Directors

DATE APPROVED/REVISED: June 2017

HOURS: 35 hours/week

POSITION SUMMARY:

Reporting to the Manager of Community Development and Housing, the Housing Administrative Support is responsible for providing administrative support to the Rent Supplement Program, Residential and Property Programs within the Housing Department. The position also provides clerical/administrative support to the agency on an as-needed basis.

ESSENTIAL JOB RESPONSIBILITIES:

- **Administrative Support Duties**

- Create and maintain files for new and existing rent supplement recipients (client) and landlords, including: client rent supplement information, new rent supplement payment information and landlord information. Will be responsible for changing status of client folders (active, inactive or archived).
- Assist in updating and maintaining electronic client database (CRMS) for housing program.
- Provide ninety (90) days' notice to housing clients of when Ontario Works and Ontario Disability Support Program benefits (i.e. shelter allowances) will increase.
- Schedule and notify individuals of yearly unit inspections and maintain inspection spreadsheet. Store completed inspection documents in client folders and enter results into database.
- Compose correspondence and agreements to landlords or housing clients (i.e. annual agreements, move-in letters, rental arrears letters, etc.). Ensure proper signatures are received prior to distribution/mail out.
- Support housing outcome measurements by assisting with data entry. Participate in evaluation of program goals and objectives.
- Schedule team meetings, prepare agendas and document meeting minutes
- Participate in agency/inter-agency initiatives

- **Other**

- Perform receptionist duties during receptionist's absence.
- Provide administrative support to the Agency, as needed. Some duties may include: prepare purchase orders for manager's signature, conduct inventories, upon approval send out orders for household supplies, etc.
- Act as petty cash custodian.
- Assist staff with phone messaging set up. Act as back up for resolving equipment issues.

- **Quality**

- Maintain quality-assurance activities by reviewing and evaluating support activities.



- **Qualifications**

- Completion of a diploma or degree
- Minimum 1 year experience in related position
- Proficiency in both official languages is an asset
- Computer skills: Microsoft Word, Excel, Outlook and Access

JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

Planning, Organizing and Coordinating	Efficiently uses time and completes tasks/projects on time through the routine planning of own work and organization of resources. Develop plans considering the agency's objectives, responsibilities, timelines and resources. Keeps appropriate people informed of task/projects.
Teamwork and Collaboration	Participates willingly and supports team decisions. As a member of a team, keeps other team members informed and up to date on group progress, individual actions or influencing events, shares all relevant or useful information.
Integrity	Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self-accountable for professional behaviour. Is able to make thoughtful judgements and reasoned decisions when ethical standards are in conflict.
Client Service Orientation	Follows through on client inquiries, requests and complaints and is responsive to public interests and concerns.
Listening, Understanding and Responding	Demonstrates openness and receptivity to new information. Is willing to listen when approached by others. Picks up on non-verbal cues to others' feelings and emotions. Is aware of own feelings, reactions and messages.
Functional Skills	Ability to provide strong support and leadership skills, excellent multi-tasking and time management skills, exceptional communication and quality improvement skills.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization