



Job Description

Position Title: By-Name Waitlist Coordinator

Department: Housing

Reports To: Homelessness Response Supervisor

Purpose

The By-Name List Waitlist Coordinator will support the administration tasks of the Coordinated Access System for Grey County by monitoring and overseeing the data for the Grey Bruce By-Name List and Homeless Individuals and Families Information System (HIFIS).

The coordinator will work with Community Agencies, landlords, and natural supports to match appropriate housing options for households prioritized off the Grey Bruce By-Name List.

The coordinator will support the intake of by-name list referrals performing follow up and supporting residents, determining eligibility, and prioritizing households experiencing homelessness.

By-Name List & HIFIS Administration

- Receive and conduct intake of referral forms for the Grey Bruce By-Name List for individuals experiencing homelessness
- Act as a primary The Homeless Individuals and Families Information System (HIFIS) administrator, including basic training, and troubleshooting for HIFIS users.
- Monitor trends and report on data related to homelessness to both Grey and Bruce County Management
- Prioritize vacant units attached to the By Name List on established guidelines and procedures from the By-Name List.
- Collaborating and coordinating move-ins with other staff in the Housing Department, and connecting to services and supports
- Maintaining up to date information and keeping current, filing and information on applicants, waiting lists, and support needs.
- Intake and data maintenance of a HIFIS files

- Determining the eligibility of referrals for the by-name list, notifying ineligible applicants, and providing information around alternative programs
- Coordinate a vacancy match meeting with support to ensure move in readiness with supports are in place prior to move in to ensure smooth transition.

Short Term Emergency Housing Administration

- Receive and conduct intake of referral forms for the Grey Bruce By-Name List for individuals experiencing homelessness
- Support with communications to engage with landlords to identify opportunities for housing locally
- Provide admin support with invoicing for short term emergency program costs
- Support Leasing education with potential landlords,

General

- Provide administrative support to Housing Case Coordinators and Homelessness Response Supervisor
- Provide data and develop reports from HIFIS to provide to Grey and Bruce County supervisory and management staff.
- Use BNL data and HIFIS data to provide graphics or presentation material to Grey and Bruce County as requested.
- Other duties as assigned

Working Conditions

Usual hours of work are 35 hours per week, core hours are 8:30am to 4:30pm. Some overtime is required to cope with deadlines, peak periods and unexpected situations that arise within the service. Position is 80% administrative and 20% in community.

Contacts

Internal Working Relationships

Contact staff in the Housing Department and Social Services to review eligibility of applicants. Frequent contact with Housing Case Coordinator, Housing Supervisors, Housing Programs Manager and Director on status of tenant eligibility, waiting lists, and volume of applications.

External Working Relationships

Contact with applicants to assess eligibility for housing and assign housing. Frequent contact with Non-Profit providers regarding filling vacant subsidized apartments and status of wait lists for their projects. Frequent contact with community agencies.

Knowledge and Skill

- Post-secondary education- in social services or business administration (ie. general Administration diploma) combined with several years' related experience in the social service field. Excellent interviewing, interpersonal and analytical skills.
- Knowledge of tenant placement procedures, eligibility requirements, and relevant sections of manuals, directives, and procedures related to tenant placement, eligibility requirements and rent calculations. Knowledge of and the ability to use a database program (HIFIS). Valid driver's license is required and the use of an automobile is necessary.
- Good knowledge of relevant manuals, guidelines and directives. Practical knowledge of the Residential Tenancy Act, social service eligibility requirements and income levels. Knowledge of pension income, Employment Insurance Benefits (EI), Workplace Safety Insurance Board (WSIB) compensation benefits, investment income, mortgages and other personal financial matters to assess household income and eligibility.
- Ability to exercise tact, diplomacy, good judgment and objectivity when answering questions on the status of applications, and policy and procedures, on behalf of the Housing Department and excellent communication skills.

Impact of Error

Delays in processing coordinated access applicants will result in vacancy loss for other subsidized housing providers, increased costs and deteriorated working relationships.

Inability of the Housing Department to house applicants most in need of subsidized housing according to criteria and policy would result in poor community relations, adverse publicity and criticism, and a decrease in the effectiveness of the Housing Department.

Failure to maintain accurate and current priority housing lists result in greater vacancy loss as the Housing Department is unable to fill vacant units in an effective manner. Delays in processing coordinated access applicants will result in vacancy loss for other subsidized housing providers.