

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT (HOUSING SERVICES DIVISION – SOCIAL HOUSING - LOCATION – TBA)

HOUSING ACCESS CLERK - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Housing Access & Support. As a member of a multi-disciplinary team, the position is responsible for the delivery of the centralized wait list for social housing. This position evaluates, assesses and monitors applicants eligible to be placed on the waiting list. The position will act as a resource for applicants and community agencies to address the needs of individual applicants.

GENERAL DUTIES

Evaluates, assesses and monitors applicants eligible to be placed on the waiting list. Receives and reviews social housing applications for completeness and to determine basic eligibility.

Reviews and verifies supporting documentation such as birth certificates, legal documents, record of employment and tax return information of all family members/applicant to confirm eligibility. Inputs the information into a centralized wait list management system within the established time frames, ensuring mandate and occupancy standards are met.

Prepares and sends appropriate correspondence related to application, including but not limited to incomplete applications, missing information, acknowledgement, decisions regarding eligibility.

Follows up with applicant or community on eligibility issues.

Contacts the applicant to advise if they are eligible for rent-gear-to-income assisted housing and to advise if they are eligible for placement on the centralized wait list.

Ranks household applications according to the chronological date of their application for geared-to-income assistance. Assesses requests for Special Priority Status, Urgent Status, Homeless Status, Newcomer Status and Youth Status and assignment of those priorities to applicants who are eligible and meet the criteria.

Processes annual renewals.

Assists in co-ordinating and maintaining records of the daily appointments.

Photocopies paperwork for clients.

Provides rotational back up and coverage for Rent Supplement Clerks as needed to support the Division's operational requirements.

Provides reception duties, schedules and books meeting rooms, and tracks supplies for the Housing Services Division.

Prepares and tidies reception area and waiting area daily.

Processes all incoming mail by opening, distributing, and preparing outgoing mail by completing forms for Priority Post, EMS courier, FedEx and Purolator.

Word processes correspondence, memos, forms and envelopes.

Contact for photocopier and fax machine.

Ensures strict confidentiality of all information received and understands practices of properly securing confidential information.

Work in accordance within the provisions of applicable Health & Safety legislation and all City Of Hamilton corporate and departmental policies and procedures related to Occupational Health & Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous experience related to duties listed above normally acquired through a combination of education and related work experience.
2. Knowledge of community resources with experience in assessment in a human services environment.
3. Knowledge of relevant social housing legislation and related acts. Experience explaining and applying regulations, governing bylaws or policies to carry out assignments and apply them to specific situations e.g. Housing Services Act, 2011, Access to Housing procedures.
4. Strong problem solving and conflict resolution skills, analytical and time management skills.
5. Good judgement, interpersonal and public relations skills.
6. Strong oral and written communication skills. Demonstrated ability to deal with clients dealing with difficult and challenging issues. Ability to display tact and professionalism.
7. Working knowledge of Windows Office XP (Outlook, Word, Excel and PowerPoint) and database software.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
