



LONDON & MIDDLESEX
COMMUNITY HOUSING

JOB POSTING

JOB TITLE:	Housing Stability Case Coordinator
REPORTS TO:	Manager, Tenant Services
COMPETITION NUMBER:	2025-10
SALARY RANGE:	\$32.23 - \$36.67 PER HOUR
HIRING RANGE:	\$32.23 PER HOUR
POSTING DATE:	MARCH 14, 2025
CLOSING DATE:	MARCH 21, 2025

THIS POSTING IS FOR ONE (1) PERMANENT FULL-TIME POSITION.

As a social work professional, the Housing Stability Case Coordinator will use a planned and collaborative approach to provide case management and housing supports to individuals living with complex concurrent disorders or acutely elevated risk to reduce their risk of homelessness, crisis, or hospitalization and promote an improved quality of life.

Who We Are: London & Middlesex Community Housing (LMCH) provides 3,282 housing units across 32 properties to more than 5,000 people. Those who call LMCH home are a diverse cross-section of individuals including families, seniors, adults, and new Canadians, all of whom are living with limited income. At LMCH, we believe that housing is the foundation of a better tomorrow.

Mission: To provide clean, safe and well-maintained homes, to meet the needs of the people we serve in our communities.

Vision: To build inclusive communities where safe, affordable, and accessible housing is the foundation for positive change.

Why you should apply to LMCH.

- Ontario Municipal Employees Retirement System (OMERS) Pension
- Group benefits, including health and dental, for full-time employees
- Employee, Dependent and Optional Life Insurance
- Employee and Family Assistance Program
- Wellness, & Wellbeing Program



LMCH Values:

To	Collaborate
To be	Accountable
To be	Responsive
To promote	Equity

1. OVERVIEW

Working within the framework of a strengths-based trauma informed service model and tenant-centred approach, the Housing Stability Case Coordinator will support identified individuals by providing wrap around case management and housing stability supports to assist tenants to maintain their housing. This includes enhancing daily living skills, developing wellness strategies, and optimising health and mental health stability, while adhering to the mission statement, policies, and procedures of LMCH. The Housing Stability Case Coordinator will work closely with partner agencies and community resources to leverage and coordinate assets and services available to meet their housing and support needs. This is a bargaining unit position.

2. DUTIES & RESPONSIBILITIES:

- Provide case management supports for up to 30 identified tenants with a focus on housing stabilization.
- Develop, implement, and monitor individual case management, crisis prevention, and intervention plans for each tenant in collaboration with other members of the team.
- Make referrals for specialised supports for tenants based on their goals, needs, and choices.
- Support and educate tenants to meet their obligations and responsibilities to assist in tenancy retention, including maintaining living spaces and preventing unstable/unhealthy relationships.
- Complete regular home visits and in-person check-ins with all tenants.
- Complete reports relaying information and recommendations regarding tenant-related social issues and safety concerns.
- Provide crisis intervention, conflict resolution, and use negotiation skills, as necessary.



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- Participate as an active member of a multi-disciplinary team with demonstrated flexibility in adapting to job demands and dynamic work environments.
- Act as liaison with caregivers, support workers, social, community, and medical and law enforcement agencies that may be involved with the tenant to facilitate a coordinated approach to service provision.
- Participate in unit inspections and assist with securing units, as required.
- Prompt, effective recording of information in property management software.
- Provide coverage for Community Relations Workers as needed.
- Assist in organizing joint staff/tenant information meetings; participate as required.
- Attend LTB hearings as required.
- Other duties as assigned.

3. EDUCATION, EXPERIENCE, & QUALIFICATIONS:

- Minimum of Bachelor's degree in Social Work.
- Minimum of 3 years' experience in Social Services Programs or Community Related Agency engaging with a diverse tenant population.
- Demonstrated ability to work with tenants who live with multiple challenges related to marginalization, mental illness, substance use, complex health challenges, street level sex work, poverty, and trauma.
- Must possess experience and knowledge in counselling interventions, harm reduction and addictions. Experience in mentoring and coaching will be considered an asset.
- Knowledge of the Mental Health Act and relevant legislation.
- Training in crisis intervention and crisis resolution including ASIST.
- Exceptional relationship building skills and outcome-based approach problem solving skills.
- Strong organizational and time management skills; able to take initiative and possess a positive team attitude.
- Planning skills to facilitate advocacy and support coordination and service access.
- Strong report writing skills; ability to write clear, concise, objective observations of behaviour.
- Ability to use sound judgement and problem-solving skills based on policies and procedures; willingness to promote our corporate philosophy.
- Knowledge of community support agencies and the services or resources available.



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- Knowledge of the Housing Services Act, Residential Tenancies Act, and the City of London Housing Division Notices and local policies is an asset.
- Proven computer skills, including effective working skills of MS Word, Excel, Outlook, and Yardi Enterprise.
- Must possess a valid driver's license, have access to a reliable vehicle, and carry adequate insurance.

4. WE CARE PHILOSOPHY:

The incumbent contributes and supports the overall culture and working environment of the agency by:

- Having a working knowledge of cultural, social, and demographic patterns relating to vulnerable priority populations.
- Committing to harm reduction and low-barrier service, as well as non-violent crisis intervention, de-escalation, and supporting citizens.
- Committing to work in a diverse, interdisciplinary setting.
- Understanding and being sensitive towards the belief systems of other groups, the complexity of those facing poverty, and their individual unique strengths and needs.
- Setting an example of a strong work ethic and positive team attitude.
- Working with diverse communities with sensitivity, creativity, innovation, language and cultural understanding in a non-judgmental manner.

5. POLICE RECORDS CHECK and VULNERABLE POSITION SCREENING:

This position requires the successful candidate submit a current Police Records check and Vulnerable Sector Screening from their local police service. A current LMCH employee who is the successful candidate for this position must also provide this document *unless* it is already on file and *not* more than one year old.

6. SALARY & BENEFITS:

Hourly wage range of \$32.23 - \$36.67 with comprehensive health benefits and a defined benefits pension plan.

Normal working hours are 8:30 A.M. to 4:30 P.M. Monday to Friday, with some work required outside of this schedule from time to time.



WHAT'S NEXT:

Once you apply, we'll review your resume and cover letter to determine if your skills and experience match the qualifications for the role.

Only qualified candidates will be contacted for next steps.

If you move forward, the process may include an interview, written/practical test, and reference check.

Here's your chance to bring your knowledge and expertise to our team and contribute to providing better homes and better neighbourhoods. When submitting your cover letter and resume, be sure to tell us about your skills and qualifications that are a match to those specified in the job posting.

A cover letter and resume must be received by 4:30pm, March 21, 2025.
Late applications will not be considered.

Please send your cover letter and resume to the attention of:

Spencer Harrold
Human Resources Assistant
London & Middlesex Community Housing
1299 Oxford Street East, Unit 5C5 London, ON, N5Y 4W5
E-mail: employment@lmch.ca

London & Middlesex Community Housing (LMCH) is committed to equity in employment. Our goal is a diverse, inclusive, and barrier-free workplace that reflects the communities we serve.

We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. Please advise if you require an accommodation during the selection process.

Thank you for your interest in London & Middlesex Community Housing!