



JOB DESCRIPTION

Housing and Hotel Coordinator

The Housing and Hotel Coordinator works within the Resettlement Assistance Program (RAP) to provide supports for Government Assisted Refugees (GARs). They will work closely with RAP Workers and landlords within the community to locate permanent accommodation for newcomers, and help them to settle with appropriate supports in their first Canadian home.

The Housing and Hotel Coordinator directly reports to the RAP/Settlement Team Lead and the Settlement Services Manager

Primary Duties & Responsibilities

- Arrange hotel rooms temporarily for GARs after arriving to Canada
- Liaise with hotel for any challenges that may occur and locate interpreters for ease of communication between hotel and clients
- Ensure hotel move outs go smoothly and manage the delivery and return of hotel kits and grocery wagons
- Locate appropriate housing for clients in temporary accommodations within set time frame
- Accompanies GAR clients on housing viewings, lease appointments, and housing walkthroughs, securing interpreters for appointments as needed
- Conduct Housing Orientation sessions for all clients on realistic housing expectations, regulations, and rights in Canada
- Ensures that moving procedures and furniture are arranged for each client, which may include coordination of volunteers
- Liaises and build relationships with landlords and building managers to facilitate renting opportunities for future clients
- Maintain a housing and landlord database, as well as regular contact with the members within it
- Take on small caseload and provide other general RAP orientations and supports during times of high flows of arrivals
- Covering rotational on call phone when newcomers reside in the hotels
- Arrange for translation and interpretation of written and verbal information when necessary
- Attend appropriate Local and National housing committee meetings to be aware of recent housing issues and needs
- Liaise and consult with other relevant professionals and organizations
- Complete forms and documentation to be submitted to IRCC after initial housing move in
- Prepare weekly Hotel reports and overstay reports
- Maintain internal hotel and housing tracking documents
- Recording all relevant client information on databases in a consistent and timely manner
- Attend regular staff and team meetings as required by the position
- Other duties as outlined by the Settlement Services Manager

Qualifications

- Post-secondary degree in Human/Social Services OR an equivalent combination of education and experience
- Amazing communication skills: written, verbal, and non-verbal
- Proficient understanding of Saskatchewan housing rules and processes to locate housing
- Knowledge and ability to efficiently access the internet and social media resources
- Understanding and sensitivity to issues affecting immigrant and refugee communities
- Ability to work effectively with other service providers and community partners
- Demonstrated cross cultural communication skills
- Comfortable with database, word processing and email
- Well-developed analytical and problem solving skills
- Good organizational skills and the ability to multi-task
- Ability to keep accurate records and carry out duties with a degree of independence
- MS-Office (including Word, Excel), MS Outlook
- Fluency in another language considered an additional asset
- Valid Class 5 driver's license with no restrictions
- Willing to work on call for occasional evening/weekend and travel if needed

Work Conditions

- Full-time – 37.5 hours/wk.
- Regular work schedule Monday-Friday 8:00AM-4:30PM
 - Possibility for some evening and weekend or on call work