

## JOB POSTING

<b>Job Title:</b>	Hoarding & Pest Management Specialist	<b>Status:</b>	Full-time, 35 hours per week
<b>Department:</b>	Housing Department	<b>Union:</b>	Included (CUPE)
<b>Salary Rate:</b>	Start Rate - \$24.90/hr. Job Rate - \$25.374/hr. (Level 3)	<b>File #:</b>	18-HHS-11
<b>Posting Date:</b>	May 14, 2018	<b>Posting Close:</b>	4:00pm – Tues May 29, 2018

**Dixon Hall Neighbourhood Services** is multi-service agency located in the heart of east downtown Toronto. For 89 years, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life.

Dixon Hall's Housing Services Department has been providing shelter services for the homeless and vulnerably housed in the City of Toronto for more than two decades. We respond to the immediate housing needs of those who require our services and we also work with individuals to assist them in improving their overall quality of life.

Dixon Hall Neighbourhood Services is currently welcoming applications for the positing of Hoarding & Pest Management Specialist.

### **OVERVIEW:**

Reporting to the Manager, Community Development Support, the Hoarding & Pest Management Specialist works proactively and responsively with tenants and the staff team to prepare homes for pest management intervention, to maintain pest free environments, to find home care solutions and support tenants to reduce hoarding related activities. This position provides personal hands on assistance to the residents covered by the Rooming House Partnership to specially address issues related to the residents units and living space.

### **DUTIES AND RESPONSIBILITIES**

1. Assist Property Management in the identification of pests, particularly bed bugs.
2. Assist tenants with the preparation for management and extermination.
3. Assist tenants with: doing laundry, sorting, storage and removal of unwanted items, shifting of furniture (as manageable), packing/unpacking of clothing, bedding, dishes, books and other household goods, clearing of floors, closets drawers and cupboards.
4. Work one on one with clients to identify issues of hoarding and/or bed bugs and/or pests and/or excessive clutter in residents units that is negatively affecting them and related factors that interfere with day to day functioning and quality of life.
5. Assist clients to develop new skills, new habits and a new outlook to maintain the client's unit in a safe state; Reduce the amount of clutter and organize the unit in a manner that is both safe and is satisfactory to the resident.
6. Provide regular guidance and encouragement to clients to assist them in maintaining the unit in a safe and healthy state.
7. Generate solutions and use best practices to address hoarding, bed bug and pest issues of clients.
8. Reduce the amount of clutter and organize the unit in a manner that is both safe and is satisfactory to the resident.

9. Work with those incapable of or struggling with keeping their units in a safe and healthy state to learn skills to maintain and improve their daily living.
10. Work with clients to support and assist them through intense case management framework around issues of hoarding, bed bugs and general housekeeping with a housing first approach in mind
11. Inform tenants and teams about Fire Code, municipal by-laws, obligations to neighbours.
12. Provide education on pest control and hoarding to tenants and to the teams.
13. Participate in staff meetings and tenant meetings.
14. Work in collaboration with other team members.
15. Complete ongoing professional development related to core responsibilities.

Other duties as reasonably assign from time to time in keeping with the nature of this role.

### **POSITION QUALIFICATIONS**

- Completion of a college or university degree in Community Development or Social Service/ Social Work or equivalent.
- Have a minimum of 3 years of experience working with people who have homeless experience and are living with mental health challenges.
- Knowledge of the Tenant Protection Act.
- Excellent interpersonal and team work skills.
- Demonstrated ability to communicate effectively in English, both verbally and in writing.
- Be able to work effectively and collaboratively in an inter-professional team.
- Be informed, motivated and proactive as an informed team player in two challenging areas of practice (pest control and hoarding).
- Be able to act as an educator and resource to clients and colleagues.
- Be comfortable with, and have appropriate skills or certificates related to pest control and to hoarding. Must be comfortable working in environments with bugs and hygiene challenges.
- Have training and experience in trauma-informed care.
- Community based research experience especially with diverse ethno-cultural groups.
- Self-directed and independent, as well as proven experience in working effectively as an inter-disciplinary team member and in collaboration with other community professionals.
- Demonstrated ability to deal with complicated hoarding and bed bug issues an asset.
- Knowledge of tenant population, diversity issues, anti-discrimination practices and systemic reasons for homelessness.
- Knowledge of mental health issues and several years of experience working with people with mental health issues.
- Able to work evenings.
- Certificates in First Aid, CPR, Crisis Prevention and Intervention an asset.

To apply, please email your resume and cover letter as a single Word or pdf document to [hr@dixonhall.org](mailto:hr@dixonhall.org) on or before **May 29, 2018 at 4:00pm**. quoting File #18-HHS-11 in the email "Subject" line.

Internal Applicants please mark "internal" on envelope and/or put same in the subject line if applying by email.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.