

## Job Posting

<b>Job Title:</b>	Hoarding and Pest Management Specialist	<b>Status:</b>	Full-time
<b>Department:</b>	Housing Services	<b>Union:</b>	Included (CUPE)
<b>Salary:</b>	Level 3 \$26.42/hr	<b>File #:</b>	22-HHS-65
<b>Posting Date:</b>	November 18, 2022	<b>Posting Close:</b>	December 2, 2022

**Dixon Hall Neighbourhood Services (DHNS)** is a multi-service agency located in the heart of east downtown Toronto committed to realizing the vision of a city where everyone thrives. Since 1929, 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. We create lasting solutions to end poverty, social injustices, and isolation in Toronto. We value respect, diversity, integrity, care, compassion, and accountability.

Reporting to the Manager, Tenant Services, the Hoarding and Pest Management Specialist works proactively and responsively with tenants and the Rooming House Partnership Project team to prepare homes for pest management interventions, 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 Project to address issues related to the residents' units and living space.

### RESPONSIBILITIES

- Assist Property Management in the identification of pests, particularly bed bugs
- Assist tenants with preparation for management and extermination
- Assist tenants with 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
- Work one-on-one with clients to identify issues of hoarding, bed bugs, pests and/or excessive clutter in their units that is negatively affecting them and related factors that interfere with day-to-day functioning and quality of life
- Assist clients to develop new skills, new habits and a new outlook to maintain their unit in a safe state
- Provide regular guidance and encouragement to clients and assist them with maintaining their unit in a safe and healthy state
- Generate solutions and use best practices to address hoarding, bed bug and pest issues for clients
- Reduce the amount of clutter in a client's home and assist them with organizing their unit in a manner that is both safe and satisfactory to the resident

- Work with those who are incapable of or are struggling with keeping their units in a safe and healthy state to learn skills to maintain and improve their daily living
- Work with clients to support and assist them with an intense case management framework around issues of hoarding, bed bugs and general housekeeping with a housing first approach
- Inform tenants and the Rooming House Partnership Project team about fire codes, municipal by-laws, and obligations to neighbours
- Provide education on pest control and hoarding to tenants and the Rooming House Partnership Project team
- Participate in staff meetings and tenant meetings
- Work in collaboration with other team members
- Complete ongoing professional development related to core responsibilities

## **QUALIFICATIONS**

- Completion of a college or university degree in Community Development, Social Services, Social Work or equivalent
- Minimum of 3 years of experience working with people who have experiences with homelessness and who are living with mental health challenges
- Knowledge of the Residential Tenancies Act
- Demonstrated ability to deal with complicated hoarding and bed bug issues is an asset
- Comfortable with and have appropriate skills or certificates related to pest control and hoarding. Must be comfortable working in environments with bugs and hygiene challenges.
- Knowledge of mental health challenges and several years of experience working with people with mental health challenges
- Excellent interpersonal and teamwork skills
- Demonstrated ability to communicate effectively in English, both written and verbally
- Able to work effectively and collaboratively in an inter-professional team
- A team player who is informed, motivated and proactive in two challenging areas of practice (pest control and hoarding)
- Able to act as an educator and resource to clients and colleagues
- Training and experience in trauma-informed care
- Community based research experience especially with diverse ethno-cultural groups.
- Self-directed and independent, and proven experience working effectively as an inter-disciplinary team member in collaboration with other community professionals
- Knowledgeable of tenant populations, diversity issues, anti-discrimination practices and systemic reasons for homelessness
- Able to work evenings
- Must be qualified to work in Canada legally for the employer

- Able to provide a Vulnerable Sector Screening check with a 'Clear' or satisfactory result that meets the operational requirements of the Agency
- MUST be fully vaccinated (two [2] doses) against COVID-19 with a vaccine that has been approved for use in Canada

To apply, please email your resume and cover letter as a single Word or PDF document to [hr@dixonhall.org](mailto:hr@dixonhall.org) by **December 2, 2022 at 4:30 PM** quoting File **#22-HHS-65** in the email "Subject" line.

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.