



**Canadian Mental  
Health Association**  
Sudbury/Manitoulin

**Association canadienne  
pour la santé mentale**  
Sudbury/Manitoulin

## **EMPLOYMENT PACKAGE:**

The following employment package contains information to apply for the:  
**Housing Administrative Support**

### **The package contains (for your information):**

1. Job Posting
2. Job Description
3. Employment Application
4. Scenario Questions (3)
5. Job Applicant Screening Form

### **Requirements for submission:**

1. Applicant's Resume & Cover Letter
  2. Completion of Employment Application
  3. Completion of Scenario Questions (3)
  4. Completion of Job Applicant Screening Form
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**POSTING: Housing Administrative Support**

**Full Time: 35 hours/ week – Contract Position (1 year)**

**RESPONSIBILITY:**

Reporting to the Manager of Administrative Services, the Housing Administrative Support is responsible providing administrative support to the Rent Supplement Program, Residential and Property Programs within the Housing Department. The position also provides clerical/administrative support to the agency on an as-needed basis.

**QUALIFICATIONS:**

This position requires a Diploma or Degree in office administration.

- Minimum of one year experience in a related role
- Excellent communication, project management, organization and coordination skills
- Excellent computer skills: Microsoft Word, Excel and Outlook
- **Bilingualism is an asset for this position.**

**SALARY:** \$ 25,600 to \$32,000

**LOCATION:** Sudbury

**TO APPLY:**

Please complete the employment package available online at <http://sm.cmha.ca/get-involved/employment/> and submit to the attention of Human Resources.

By email: [recruiting@dibrinasure.com](mailto:recruiting@dibrinasure.com)

By Mail: DiBrina Sure Human Resources

62 Frood Road, Suite 302, Sudbury, Ontario, P3C 4Z3

By Fax: 705-688-9060

**DEADLINE: Tuesday November 17<sup>th</sup>, 2015 by 12pm (noon).**

**INTERVIEWS: November 2015**

*The Canadian Mental Health Association operates within a Total Quality Management model. Personal information submitted will be used for the purpose of determining suitability for these openings only. All applicants are thanked for their interest; however, only those selected for an interview will be contacted. CMHA follows the AODA legislation and support persons with disabilities with accommodations. Please notify us if you have any accessibility requirements. Canadian Mental Health Association is an equal opportunity employer.*



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**À temps plein : 35 heures/semaine – contrat d'un an**

**RESPONSABILITÉS :**

Relevant de la gestionnaire de services administratifs, le soutien administratif résidentiel est responsable de fournir un soutien administratif au programme de supplément de loyer, au programme résidentiel et au programme de biens, parmi le département du logement. Ce poste fournit aussi un soutien administratif à l'agence, au besoin.

**QUALIFICATIONS :**

Ce poste exige un diplôme ou un baccalauréat en administration de bureau.

- Minimum d'un an d'expérience dans un rôle connexe
- D'excellentes aptitudes en communication, gestion de projet, organisation et coordination
- D'excellentes compétences en informatique : Microsoft Word, Excel et Outlook
- **Le bilinguisme est un atout pour ce poste.**

**SALAIRE :** 25,600 \$ à 32,000 \$

**EMPLACEMENT :** Sudbury

**POUR FAIRE UNE DEMANDE :**

S'il-vous plaît, remplissez une trousse de demande en matière d'emploi sur notre site web à <http://sm.cmha.ca/get-involved/employment/> et faites-le parvenir à l'attention de :

Ressources humaines

Par courriel : [recruiting@dibrinasure.com](mailto:recruiting@dibrinasure.com)

Par la poste: DiBrina Sure Human Resources

62, rue Frood, Unité 302, Sudbury, ON P3C 4Z3

Par télécopieur : 705-688-9060

**DATE LIMITE :** le mardi 17 novembre, 2015 à 12 h (midi).

**ENTREVUES :** novembre 2015

*L'Association canadienne pour la santé mentale fonctionne parmi un modèle de la gestion de la qualité totale. Les renseignements personnels fournis seront utilisés pour la détermination d'aptitude pour remplir le poste. Merci à tous les candidats et candidates pour l'intérêt. Seulement ceux et celles qui seront choisis pour une entrevue seront contactés. L'ACSM conforme à la Loi sur l'accessibilité pour les personnes handicapées de l'Ontario (LAPHO) et fournit un soutien aux personnes handicapées. S'il vous plaît, informez-nous de vos exigences en matière d'accessibilité. L'ACSM applique une politique au principe d'équité en emploi.*



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La santé mentale pour tous

## HOUSING ADMINISTRATIVE SUPPORT

**INCUMBENT:****REPORTS TO:** Manager of Administrative Services**PROGRAM:** Administration**APPROVED BY:** Board of Directors**DATE APPROVED/REVISED:** July 2014**HOURS:** 35 hours/week

### POSITION SUMMARY:

Reporting to the Manager of Administrative Services the Housing Administrative Support is responsible for providing administrative support to the Rent Supplement Program, Residential and Property Programs within the Housing Department. The position also provides clerical/administrative support to the agency on an as-needed basis.

### ESSENTIAL JOB RESPONSIBILITIES:

- **Administrative Support Duties**

- Create and maintain files for new and existing rent supplement recipients (client) and landlords, including: client rent supplement information, new rent supplement payment information and landlord information. Will be responsible for changing status of client folders (active, inactive or archived).
- Assist in updating and maintaining electronic client database (CRMS) for housing program.
- Provide ninety (90) days' notice to housing clients of when Ontario Works and Ontario Disability Support Program benefits (i.e. shelter allowances) will increase.
- Schedule and notify individuals of yearly unit inspections and maintain inspection spreadsheet. Store completed inspection documents in client folders and enter results into database.
- Compose correspondence and agreements to landlords or housing clients (i.e. annual agreements, move-in letters, rental arrears letters, etc.). Ensure proper signatures are received prior to distribution/mail out.
- Support housing outcome measurements by assisting with data entry. Participate in evaluation of program goals and objectives.
- ⊖ Attend agency/inter-agency initiatives

- **Other**

- Perform receptionist duties during receptionist's absence.
- Provide administrative support to the Agency, as needed. Some duties may include: prepare purchase orders for manager's signature, conduct inventories, upon approval send out orders for household supplies, etc.
- Act as petty cash custodian.
- Assist staff with phone messaging set up. Act as back up for resolving equipment issues.

- **Quality**

- Maintain quality-assurance activities by reviewing and evaluating support activities.



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## HOUSING ADMINISTRATIVE SUPPORT

- **Qualifications**

- Completion of a diploma or degree
- Minimum 1 year experience in related position
- Proficiency in both official languages is an asset
- Computer skills: Microsoft Word, Excel, Outlook and Access

### JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

<b>Planning, Organizing and Coordinating</b>	Efficiently uses time and completes tasks/projects on time through the routine planning of own work and organization of resources. Develop plans considering the agency's objectives, responsibilities, timelines and resources. Keeps appropriate people informed of task/projects.
<b>Teamwork and Collaboration</b>	Participates willingly and supports team decisions. As a member of a team, keeps other team members informed and up to date on group progress, individual actions or influencing events, shares all relevant or useful information.
<b>Integrity</b>	Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self accountable for professional behaviour. Is able to make thoughtful judgements and reasoned decisions when ethical standards are in conflict.
<b>Client Service Orientation</b>	Follows through on client inquiries, requests and complaints and is responsive to public interests and concerns.
<b>Listening, Understanding and Responding</b>	Demonstrates openness and receptivity to new information. Is willing to listen when approached by others. Picks up on non-verbal cues to others' feelings and emotions. Is aware of own feelings, reactions and messages.
<b>Functional Skills</b>	Ability to provide strong support and leadership skills, excellent multi-tasking and time management skills, exceptional communication and quality improvement skills.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization



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## **Scenario Questions**

1. All positions in the agency are important as they all contribute to the achievement of the agency's mission and vision. Please describe how you feel the position of Housing Administrative Support fits within the organization and the importance of the role to support the organization's culture.
2. The Mental Health Recovery philosophy is promoted within our agency. Describe your knowledge of Recovery in mental health and how you would promote Recovery oriented practice within the position of Housing Administrative Support?
3. Provide an example of a recent project on which you achieved a level of quality above and beyond normal expectations. In what ways did you put out extra effort to achieve that level?



## EMPLOYMENT APPLICATION

Position being applied for

Date available to begin work

### PERSONAL DATA

Last name

Given name(s)

Address:

Street

Apt. No.

Home Telephone Number

City

Province

Postal Code

Business Telephone Number

Email Address

Languages written

Languages spoken

Are you legally eligible to work in Canada?

☐ Yes

☐ No

Are you willing to relocate in Ontario?

☐ Yes

☐ No

Preferred Location

To determine your qualifications for employment, please provide below and on the reverse, information related to your academic and other achievements including volunteer work, as well as employment history. Additional information may be attached on a separate sheet.

### EDUCATION

☐ **SECONDARY SCHOOL**    ☐ **BUSINESS OR TRADE SCHOOL**

Highest grade or level completed

Name of program

Length of program

license, certificate or diploma awarded?

☐ Yes

☐ No

Type

**COMMUNITY COLLEGE:** Diploma / Degree awarded:

☐ Yes

☐ No

☐ Honours

Name of Program

Length of Program

Major subject

**UNIVERSITY:** Diploma / Degree awarded:

☐ Yes

☐ No

☐ Honours

Name of Program

Length of Program

Major subject

Other courses, workshops, seminars

Licenses, Certificates, Degrees

### WORK RELATED SKILLS

Describe any of your work related skills, experience, or training that relate to the position being applied for.



## **EMPLOYMENT HISTORY**

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Job Title(s)

---

Name of present / last employer

Name of Supervisor

---

Address of employer

Phone

---

Type of Business

---

Functions / Responsibilities

Period of employment (includes leaves of absence related to maternity / parental leave, Worker's Compensation claims, disability, or human rights complaints)

---

From

To

---

Reason for leaving (do not include leaves of absence related to maternity / parental leave, Worker's Compensation claims, disability, or human rights complaints)

---

Job Title(s)

---

Name of previous employer

Name of Supervisor

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Address of employer

Phone

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Type of Business

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Functions / Responsibilities

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From

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**EMPLOYMENT HISTORY, Con't**

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Type of Business

---

Functions / Responsibilities

Period of employment (includes leaves of absence related to maternity / parental leave, Worker's Compensation claims, disability, or human rights complaints)

---

From

To

---

Reason for leaving (do not include leaves of absence related to maternity / parental leave, Worker's Compensation claims, disability, or human rights complaints)

**REFERENCES**

For employment references may we approach:

Your present / last employer?

☐ Yes

☐ No

Your former employer(s)?

☐ Yes

☐ No

List references if different than above on a separate sheet.

I hereby declare that the foregoing information is true and complete to my knowledge. I understand that a false statement may disqualify me from employment, or cause my dismissal.

Have you attached an additional sheet?

☐ Yes

☐ No

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Signature

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Date

**CANADIAN MENTAL HEALTH ASSOCIATION  
SUDBURY/MANITOULIN**

**JOB APPLICATION SCREENING**

Please fill out the following form and attach to your resume.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

<b>JOB COMPETENCIES</b>	<b>Yes or No</b>
<b>Educational Preparation:</b>	
Do you have a University Bachelor Degree in a related field?	
Do you have a Masters Degree?	
<b>Language Capacities:</b>	
<b>Are you bilingual (English and French)</b>	
Do you speak another language along with English or French? If so, indicate which language.	
<b>Experience and Knowledge (Paid Only):</b>	
Do you have <u>at a minimum</u> 1 year experience working with people who have a serious mental illness?	
Do you have experience working with people with a serious mental illness in their home of place of shelter?	
Do you have experience working with individuals who are homeless?	
Do you have experience intervening with individuals who are in crisis and/or suicidal?	
Do you have experience working with people who have substance use disorder?	
Are you knowledgeable of community resources in Sudbury/Manitoulin?	
Are you knowledgeable of pertinent legislation affecting clients? (e.g. Mental Health Act, Ontario Works, Tenant Protection Act?)	
Do you have experience in advocating for individuals within the Mental Health, Criminal Justice, and Social Service systems?	
Do you have experience in community development and community education?	
Are you able to assess client needs and develop service plans that respond to client needs and preferences?	
Have you demonstrated the ability to work effectively with a wide variety of professionals?	
Are you interested in working as part of a team?	
Are you able to work independently in a non-structured environment?	
Are you able to work flexible hours?	
Do you have a strong belief in a client directed practice?	
Do you have a non-judgmental attitude towards individuals who choose alternative lifestyles?	
Have you demonstrated the ability to establish and maintain good working relationships with clients, colleagues, and the community at large?	
<b>Do you have a valid Canadian class G driver's license?</b>	

**Note: Misrepresentation shall disqualify you from employment or be considered just cause for dismissal.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date