

Residence Support Navigator

Location: Hamilton Downtown Family YMCA, 79 James St. S, Hamilton, Ontario, L8P 2Z1

Position Type: Full time, Salaried, Permanent with benefits and complimentary YMCA membership

Salary Range: \$48,000.00 to \$53,000.00 annually, commensurate with experience

Position Overview:

The Residence Support Navigator is responsible for overseeing and supporting the YMCA housing program by providing comprehensive services to promote housing stability, resident well-being, and program success. This role provides an opportunity in leadership, including case management, conflict resolution, rent compliance, intake coordination and facilitating tenancy processes. In this position, you will support residents in achieving housing and life stability while ensuring consistent adherence to housing agreements, policies, and YMCA values under the direction of the General Manager (GM), and Residence Operations.

The YMCA Men's Residence serves 174 residents that come from a diverse population, including individuals who have experienced traumatic events (e.g. episodes of homelessness or job loss), personal crisis (e.g. family break-up), mental health and addictions challenges, or individuals who have experienced conflict with the law.

This is a great opportunity for an individual with a high level of interest in working with the YMCA HBB as a charitable organization.

What You'll Do:

- Support the residence leadership team in delivering effective resident services, ensuring alignment with YMCA program standards and objectives.
- Work collaboratively with the General Manager to implement and oversee the program's policies, procedures and goals.
- Serve as the primary point of contact for internal operations, such as intake, onboarding, room readiness, occupancy logistics, and maintenance requests.
- Liaise with external partners, including OW (Ontario Works), ODSP (Ontario Disability Support Program), housing providers, and community agencies.
- Attend housing-related meetings and assist with reporting on resident progress, program challenges, and tenancy outcomes.
- Interview prospective residents, collect references, execute needs assessment, and provide placement recommendations to the General Manager.
- Conduct resident intakes, room checks, and onboarding are thorough and that residents understand YMCA housing agreements and responsibilities.
- Coordinate individualized case management strategies to support residents in stabilizing their housing and transitioning to independent living.
- Ensure adherence to conflict resolution processes, including mediation and restorative practices to address disagreements or behavioral issues among residents.
- Foster resident engagement through promoting education, employment, life skills, and healthy lifestyle participation.
- Conduct needs assessments, regular welfare checks, and targeted support plans to identify and address challenges (e.g., substance misuse, mental health).
- Monitor and collect rent payments, coordinating closely with Ontario Works (OW) and Ontario Disability Support Program (ODSP) to ensure timely collection and address arrears.

What You'll Do (Continued):

- Prepare, submit, and represent YMCA in Landlord and Tenant Board (LTB) processes related to tenancy enforcement, following direction from the General Manager.
- Oversee transitions from informal support interventions (e.g., conflict resolution) to formal compliance enforcement as necessary.
- Support residents with education on tenant responsibilities, room care, and shared-space maintenance.
- Develop and maintain organized records for all residence operations.
- Assist the General Manager with program audits, data collection, and implement process improvements to enhance program effectiveness.
- Coordinate third-party contracted work such as Pest Control, security, and donations.
- Ensure program compliance with YMCA values and tenancy agreements.
- Differentiate between supportive interventions and enforcement measures through written documentation, objective criteria, and clear follow-through.
- Collaborate with the team members to navigate formal tenancy actions and program-related decisions.

What You'll Bring:

- Post-secondary degree/diploma in Social Work, Human Services, Psychology or related field.
- 3-5 years' experience in case management, residential programs, or housing related roles.
- Valid Standard First Aid, CPR Level C certification.
- Current Vulnerable Sector Check as per Association's policy.
- Working knowledge of Landlord and Tenant Board (LTC) processes, Residential Tenancies Act (RTA), Ontario Works (OW) program, and Ontario Disability Support Program (ODSP) policies.

A Major Asset If:

- Experience with conflict resolution strategies, mediation, and restorative practices.
- Take a trauma-informed approach to care, harm reduction or conflict mediation.
- Proven ability to manage administrative duties, including record-keeping, reporting, and program documentation.
- Demonstrate leadership skills in managing team workloads and program-related coordination.
- Strong decision-making and crisis management skills, with the ability to maintain professional boundaries and prioritize tasks.
- Professional Experience in the non-profit sector.
- Previous experience working with vulnerable populations, including individuals experiencing homelessness or mental health challenges.
- Experience coordinating or managing residential transition programs.
- Previous experience in customer service; flexible and well organized.

Ready to Make a Difference?

The YMCA is a charity that ignites the potential in people. #YSavesLives starts with building a strong community. If you're passionate about creating a vibrant and healthy community where everyone thrives, we want to hear from you!

Don't meet every requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet all qualifications. If you are excited about the role, but your resume doesn't align perfectly with every qualification in the description, apply anyway. You may still be the right candidate for this or other roles!

Interested in applying? Please submit your resume to: Lindsay McCormick, General Manager Residence Operations via email to lindsay.mccormick@ymcahbb.ca by **March 7, 2025**

The YMCA of Hamilton | Burlington | Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity. We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply. If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca