

Job Description

AGENCY PROGRAM: Housing Resource Centre (HRC)
JOB TITLE: Housing Counsellor
JOB CLASSIFICATION: Counsellor/Coordinator 1
REPORTS TO: Manager, Housing Resource Centre

POSITION SUMMARY:

The Housing Counsellor provides accessible, inclusive and responsive housing support and case management services to individuals and households who are homeless or at risk of losing their housing.

REQUIRED QUALIFICATIONS:

- A degree or diploma in a relevant field from an accredited post-secondary institution
- Passion for defending and advocating for tenants' rights and the right to housing
- Commitment to working in accordance with CCRC's Mission, Vision, and Values, and in a way that is equitable, and strives to meet the needs of the communities we serve.

Consent to conduct a police check with vulnerable sector screening is required. Any concerns about the results will be discussed. Having a record will not be automatically disqualifying.

PREFERRED QUALIFICATIONS:

- Two (2) years of experience providing direct services to vulnerable and/or marginalized populations
- Lived experience and/or understanding of issues affecting people living with low income, housing insecurity, homelessness, or other forms of vulnerability or marginalization
- Education and/or experience in crisis intervention

MAJOR DUTIES:

- Create professional and effective relationships with clients in a variety of settings, including in person in the office, in the community, by telephone, by text message, and using online video conferencing platforms
- Assess clients' service needs to inform case management and create service plans with clients to achieve their desired housing outcomes
- Plan case management activities, and intervene in crisis when necessary
- Deliver accessible, inclusive and responsive services, including Housing Counselling, case management, case conferencing, outreach, and other services as required to prevent loss of housing, or secure new housing
- Collaborate with community resources to support client needs and improve access to services
- Educate tenants about their rights and responsibilities, and the expectations and obligations of landlords
- Help clients access online resources, and to use telephone, computer and other communication methods to search for, find and secure housing

- Help clients to navigate the local service system and make appropriate referrals to help ensure that basic needs are met
- Establish and maintain positive working relationships with community partners
- Maintain client files in accordance with professional practice and agency standards
- Seek out, attend and participate in professional development activities, including opportunities focused on building capacity for inclusion and equity
- Bring forward emerging issues, trends and service gaps affecting our community to a member of the leadership team or relevant committee member
- Advocate on behalf of clients in response to gaps in services
- Contribute positively to the functioning of the HRC team and the agency
- Seek out regular opportunities for supervision and consultation
- Participate in annual performance appraisal
- Adhere to agency and program policies, professional practice standards and codes of Ethics and accreditation standards
- Provide supervision to placement students
- Participate in team, agency, and community meetings, events, and initiatives
- Provide reception coverage as needed
- Other related duties as assigned

Revised by: Annie Hedden
Manager, Housing Resource Centre

Date: July 28, 2026

Approved by: Kirsten Armbrust
Executive Director

Date: July 28, 2026