



**ACSA Main Office**

4155 Sheppard Ave East,  
Suite 100  
Toronto, Ontario, M1S 1T4  
Tel: 416-321-6912  
Fax: 416-321-6922

**ACSA Child and Family Centre**

4139 Sheppard Ave East  
Toronto, Ontario, M1S 1T1  
Tel: 416-299-9872

**ANC Dorset Park**

880 Ellesmere Rd, Suite 204  
Toronto, Ontario, M1P 2W6  
Tel: 416-332-0997  
Fax: 416-332-9506

**ANC Steeles-L'Amoreaux**

331 Glendower Circuit, Unit 6  
Toronto, Ontario, M1T 2T7  
Tel: 416-609-9393  
Fax: 416-609-3896

**Chester Le Community Corner**

160 Chester Le Blvd, Unit 142  
Toronto, Ontario, M1W 2N1  
Tel: 416-491-3456  
Fax: 416-491-1686

**Local Immigration Partnership**

331 Glendower Circuit, Unit 6  
Toronto, Ontario, M1T 2T7  
Tel: 416-609-9393  
Fax: 416-609-3896

**Immigrant Settlement and  
Adaptation Program (ISAP)**

1911 Kennedy Rd., Unit 105,  
Toronto, Ontario, M1P 2L9  
Tel: 416-292-6912  
Fax: 416-292-6913

**Job Title:** Eviction Prevention Case Worker

(Contract end date March 2018)

35 hrs wk, occasional evenings and weekends

**Salary:** \$42,000 (Benefits after 6 months)

**Reports to:** Manager of Homeless and Outreach Services

**Application Deadline:** July 7, 2017

### Background

ACSA is a nonprofit, multi-service agency at the heart of Agincourt, addressing needs and empowering children, youth, newcomers, homeless, and otherwise underserved communities. Our core programs include housing and outreach programs, food security programs, newcomer services, youth outreach and therapy programs, child and family programs, Early Years' programs, computer access programs, and community engagement.

### Position Summary

The Evictions Prevention Case Worker will provide intensive intervention services for people who are at imminent risk of eviction. The worker will support newcomers, families and individuals that are in a process of eviction and who have been referred by the City of Toronto, to retain their tenancy, or relocate and help mitigate the effects of an unsustainable tenancy. The Case worker will work within a housing-first, client-centred, and harm reduction approach within a team. The Case Worker will assist the tenant to create plans that will help prevent future eviction and homelessness through housing assessment, stabilization, goal planning, and linkages to community services.

### Working Conditions

The EPIC Case Worker will be based at ACSA main site but will be mobile within the community of Scarborough. The worker may be required to lift objects up to 18 kg in weight.

### Responsibilities:

- Receive and follow up on referrals according to City of Toronto Evictions Prevention Pilot (EPIC) process;



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- Follow all EPIC requirements, including 48-hour response time, or as directed by the City of Toronto EPIC Pilot Leadership Team;
- Attend and participate in joint meetings of EPIC teams and City of Toronto EPIC Pilot Leadership Team;
- Develop and manage a caseload of 10-15 clients at one time for eviction prevention and housing stabilization for up to three months, with a total client caseload over the pilot of 30;
- Work with clients to identify eviction status, analyze issues, and develop plans for prevention of imminent eviction;
- Liaise with landlord recruiter to determine market-rent housing options and match clients with appropriate units;
- Provide regular follow-up with clients to assess progress of goals and explore new challenges and make referrals to community services and other ACSA programs;
- Maintain contact with housing providers to assess whether tenancy issues exist;
- Provide mediation and advocacy with landlords as necessary and assist clients to secure new housing when necessary;
- Actively engage clients in discharge planning process;
- Assist clients to understand their rights and responsibilities as tenants through provision of written resources and/or access to workshops on tenant rights and responsibilities;
- Accompany clients to Landlord and Tenant Board tribunal hearings to provide support and advocacy where required;
- Provide harm reduction counselling to identify strategies that reduce negative impacts of substance use on tenancies;
- Participate in the development and delivery of program evaluation activities including the administration of surveys and focus groups;
- Actively participate in the Scarborough Housing Stabilization Front-Line Network (SHSFLN) and attend ACSA meetings as required;
- Maintain daily statistics collection, compile statistical reports and records. Prepare reports as required by funders and planning and evaluation initiatives for the program;
- Perform the responsibilities of the position within the legislative and regulatory standards set out in the applicable Acts. Performs the responsibilities of the position consistent with the policies of ACSA;
- Protect own health and health of others by adopting safe work practices, reporting unsafe conditions immediately. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act.



**Qualifications:**

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- A college diploma or a degree in Human Services (Social Work, Social Services Work), or equivalent.
- Demonstrable knowledge of evictions forms and legal processes.
- Demonstrable knowledge and experience of eviction prevention, housing access, housing stabilization and case management as applied to housing.
- Understanding of issues affecting tenancies, including hoarding, social housing and AccessPoint applications.
- Sound knowledge of the Residential Tenancies Act.
- Minimum of two years' experience providing housing support services to families, newcomers and individuals that are homeless or at risk of homelessness.
- Experience in volunteer coordination and supervision.
- Workshop and training development and facilitation experience.
- Strong understanding of market rent and subsidized housing systems and policies, keeping up-to-date on emerging trends and changes.
- Understanding and commitment to harm reduction framework and housing-first approach.
- Experience working with communities that are dealing with issues related to violence, poverty, social isolation and exclusion.
- Ability to work independently and as a member of a team, and to manage time well.
- Ability to manage issues tactfully and relationships with professionalism, and resolve conflicts.
- Comprehensive knowledge of community resources for homelessness, health, mental health and substance abuse.
- Strong written and oral communication skills.
- Experience with maintaining statistics, writing program reports and developing and implementing evaluation tools.
- Crisis Intervention, First Aid and CPR certification.
- Competency in Microsoft Word, Outlook, Excel, and Power Point.
- Strong organizational, and time management and team-oriented skills.
- Fluency in a second language is an asset (e.g. French, Mandarin, Arabic, Tamil).
- Valid G driver's license with clear driver's abstract.
- Valid Police Records Check.



**To Apply:**

Email cover letter & resume as one attachment and quote **EPIC Evictions Prevention Case Worker** in the subject line to **hr@agincourtcommunityservices.com**

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No phone calls please.

ACSA is an equal opportunity employer and welcomes applicants from all communities inclusive of race, culture, religion, gender, sexual orientation and with differing abilities.

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We thank all applicants for their interest in the position. However, only shortlisted applicants will be contacted for an interview.

If you are contacted by ACSA regarding a job opportunity and need accommodation throughout a hiring process, please contact Yelena Galochkina, HR Generalist at [gyelena@agincourtcommunityservices.com](mailto:gyelena@agincourtcommunityservices.com). **This address is for accommodation inquiries ONLY. Job applications sent to it will not be considered.**

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