

JOB POSTING

Coordinator, 2SLGBTQ+ Housing Support Services

*Full-Time Continuing
Job #25-15*

ELIGIBILITY TO APPLY

Anyone eligible is invited to apply for these positions.

PRIMARY FUNCTION

Reporting to the Manager, Housing Support Services, the Coordinator, 2SLGBTQ+ Housing Support Services will work collaboratively with the Housing Team to develop housing and shelter support interventions, community partnerships, and to build sector capacity to better meet the needs of 2SLGBTQ+ community members who are experiencing or at risk of homelessness. This will include a range of direct client support interventions including case planning and crisis management as well as engaging directly with housing and shelter providers on initiatives that seek to better meet the needs of diverse 2SLGBTQ communities through partnership.

KEY ACCOUNTABILITIES

- Work with 2SLGBTQ+ communities, including a focus on trans, non-binary, and newcomer communities, who are experiencing homelessness or housing precarity to identify individual housing and shelter support needs and devise and implement suitable case plans that ensure identified goals and housing support needs are met.
- Initiate and maintain contact with vulnerable participants using flexible engagement strategies that support housing and shelter stability and seek to realize case plans.
- Connect participants with appropriate 2SLGBTQ+ competent support services based on their needs, including physical and mental healthcare, addiction services, trauma and crisis services, vocational support and training, employment, volunteer and social recreational opportunities.
- Accompany individuals to housing-related appointments, provide support with filling out forms and applications, and support participants in accessing housing-specific waiting lists where appropriate.
- Provide resources and referrals that assist with problem solving and address immediate housing and shelter needs while working collaboratively with other housing providers and community agencies to identify long-term housing options.
- Develop programming and support interventions that increase the engagement of 2SLGBTQ+ individuals who are homeless and that create opportunities for peer support and learning.
- Apply a collaborative approach to case planning and record keeping. Collect and record demographic information and maintain detailed case notes, case management plans and contact lists of involved supports and community services and work with other program staff to ensure an integrated approach to service delivery.

JOB POSTING

Coordinator, 2SLGBTQ+ Housing Support Services

*Full-Time Continuing
Job #25-15*

- Advocate with other system elements, accompany participants to appointments, provide proactive crisis planning, eviction prevention, connect with relevant community supports, and liaise with Ontario Works and Ontario Disability Support Program where appropriate.
- Develop and facilitate educational workshops related to 2SLGBTQ+ homelessness and housing and shelter issues to support the inclusion of trans and non-binary communities within existing housing and shelter services.
- Provide time-limited, structured and flexible support to participants, in line with policies and procedures, that enable participants to make informed choices about the decisions that affect them.
- Develop and maintain links with other community agencies that work in the areas of housing and homelessness, with a focus on building 2SLGBTQ+ competency, by participating in meetings and community events.
- Maintain appropriate record-keeping, conduct research, analysis and prepare regular timely reports and statistical information that supports the overall program. Complete related information for funding applications, financial and statistical reports.
- Implement and abide by The 519's policies procedures and comply with all applicable legislation and regulations including coordination and training of volunteers, confidentiality, MFIPPA and purchasing and inventory control systems.
- Participate and support The 519's broad activities and other related policies and procedures.
- Other duties as assigned.

KNOWLEDGE AND EXPERIENCE

1. Post-secondary education or equivalent combination of education, training and extensive related experience with at least 2 years in a housing support related role.
2. Strong working knowledge and analysis of the issues impacting 2SLGBTQ+ communities, including an understanding of violence and trauma, mental health, homelessness, and addictions.
3. Strong working knowledge of housing options for low-income communities including social housing, supportive housing, cooperative housing; and rent supplement programs.
4. Strong knowledge of best practices in the area of 2SLGBTQ+ service provision, including housing support models and programmatic interventions.
5. Demonstrated ability to work with 2SLGBTQ+ communities including demonstrated experience integrating anti-racism, anti-oppression and intersectional values and principles into daily practice.
6. Excellent writing skills including the ability to research and complete housing applications, and supporting documents.
7. Skilled in program facilitation and development as well as working in partnerships with allied service providers.

JOB POSTING

Coordinator, 2SLGBTQ+ Housing Support Services

*Full-Time Continuing
Job #25-15*

8. Excellent group facilitation experience including well developed knowledge of relevant community resources, experience and understanding of 2SLGBTQ+ communities normally acquired through work in the field/lived experience.
9. Strong conflict resolution skills and practice and demonstrated crises intervention training and experience.
10. Demonstrated experience training, supporting and recognizing student placements and volunteers.
11. Working knowledge of MFIPPA, and other relevant legislation.
12. Sound decision-making and judgment skills with the ability to effectively manage communications with community, government agencies, committees and coalitions.
13. Must be able to work flexible hours including weekends and evenings.
14. Proficient in Windows, spreadsheet, and database applications.

TERMS OF EMPLOYMENT

Position Status	Full-time, Continuing
Union Status	Union Position - CUPE Local 2998 – Wage Grade 9
Starting Hourly Rate	\$27.18/hour starting rate (City of Toronto 2024 Wage Grid for Union Staff) (Range \$27.18/hour-\$31.48/hour)
Benefits	Enrolled in health, dental, life and disability benefits after completing probation; Mandatory OMERS pension enrollment from day one.
Hours of Work	40 hours per week, Monday to Friday 9:00 a.m. – 5:30 p.m., with some evenings and weekends as needed.
Vacation	3 weeks per year
Location	Due to the nature of the work, this job is designated as essential and will be primarily performed on-site, at The 519, at an off-site shelter location, and in the community.
Preferred Start Date	Week of July 2-7, 2025

APPLICATION INSTRUCTIONS

Email your cover letter and resume as one document to Careers@the519.org no later than **5:00 p.m. on Monday, June 2nd 2025**. Please quote **Job #25-15** and your name in the cover letter and in the subject line of the email. For example, in the subject line write "Job 25-15 First Name Last Name". Please also share [which pronouns you would like us to use](#) when corresponding with you (directly and within The 519) in your email or your cover letter.

Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.

The 519 actively encourages applicants from all equity seeking groups. The 519 embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop, and



JOB POSTING

**Coordinator, 2SLGBTQ+
Housing Support Services**
*Full-Time Continuing
Job #25-15*

retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. We thank all applicants. No agencies please.

Accommodation: *The 519 is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.*