



JOB DESCRIPTION

JOB TITLE	Tenant Services Advocate
DEPARTMENT / PROGRAM AREA	Housing Operations (NDHC)
REPORTING TO	Supervisor, Tenant Services
EFFECTIVE DATE	December 2023
SALARY	Band 11

JOB SUMMARY

Under the supervision of the Tenant Services Supervisor, the position will promote the well-being of tenants and provide assistance and referral services in response to tenant's problems and needs, will manage an assigned caseload and work cooperatively as part of the Tenant Services team to prevent tenant evictions and assist with improved quality of life for tenants.

The Tenant Services Advocate will use their knowledge and expertise in the field of mental health and/or addiction to support, coach and guide tenants struggling with these barriers. Maintain a cooperative relationship with local community service providers and foster tenant relations.

JOB DUTIES AND RESPONSIBILITIES

Program Administration, Reporting, Policy & Procedure Development

- Conducting interviews, assessments of tenant needs, provide advice effectively.
- Developing and supporting working relationships with referral agencies, partners, and other community stakeholders including legal and support issues.
- Providing mental health and addiction supports and services to tenants in a case management role.
- Investigating tenants who exhibit anti-social, disruptive or inappropriate behaviour and who violate current social housing and landlord/tenant legislation and advise the Tenant Services team.
- Maintaining a comprehensive understanding of crisis management and the impact of trauma on mental health and addictions issues.
- Assisting tenants to complete forms, surveys and other documentation relevant to their tenancy.
- Informing tenants of their legal rights and responsibilities and advocating on behalf of tenants in areas of life skills, education, wellness, safety, housing and community support systems.

- Conducting site visits to inform and assist tenants seeking or needing support for tenancy issues.
- Demonstrated ability to assess, analyse and resolve complex situations.
- Maintains documentation and statistical information regarding interactions and activities pertaining to individual tenants or tenant groups.
- Coordinating and facilitating educational workshops on mental health and addictions related topics.

Compliance and Quality Performance

- Ensure that all tenant documentation and processes comply with the Housing Services and Residential Tenancies Act.
- Conducting site visits of properties to keep apprised of any issues to minimize risk.
- Report unit/building deficiencies and safety issues observed during site visits to the Tenant Services Supervisor.
- Preparing and submitting regular reports to the Tenant Services Supervisor identifying issues and concerns.
- Evaluating and reporting on case management, events, and tenant workshops.

Partnership Development

- Work with the Tenant Services Supervisor and Tenant Services team to maintain relationships within all departments of the organization and with Community Partners.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Two (2) year Post-Secondary Diploma of University Degree in the Social Science field or Mental Health & Addictions program.
- Minimum two (2) years experience working with residential tenancies and property management or related field.
- Knowledge of housing policies and procedures as well as related Provincial and Federal Legislation i.e. Residential Tenancies Act, Child Welfare Act, Municipal Freedom of Information and Protection of Privacy Act, Personal Information Protection and Electronic Documents Act.
- Knowledge of alternative dispute resolution, mediation and crisis intervention skills taking into consideration cultural practices and beliefs.
- Excellent communication skills when providing support to tenants on a daily basis and when they are in crisis; discuss observations and make recommendations to the Tenant Services team.
- Time management, organizational and problem solving skills in order to prioritize and plan a workday.
- Proficient in the use of personal computers and knowledge of word processing, spreadsheet and property management software products.
- Knowledge of office practices and procedures.
- Ability to project the values of the organization.
- Report and case management and others relevant correspondence writing skills.
- Ability to work with diverse clients with tact and diplomacy.
- Strong ability to work as a team member in a highly interactive team.
- Demonstrate good judgement in understanding and meeting the needs of the tenants and communicating this to others within the team.
- Excellent organizational skills are required while being sensitive to time constraints and tight deadlines.

- Ability to reach and understand information from a variety of sources for interpretation to tenants.
- Demonstrated active listening skills.
- Thorough knowledge of community resources.
- Valid Ontario driver's license and reliable vehicle.