



## JOB DESCRIPTION

<b>Job Title:</b> Tenant Relations Coordinator	<b>Department:</b> Social Services	<b>Division:</b> Social Housing	<b>Reports to:</b> General Manager
<b>Revision Date:</b> January 2011	<b>Salary Grid:</b> CUPE 4425	<b>Location:</b>	

<b>Approval:</b>	Department Head	_____
	Supervisor	_____
	Employee	_____
	Staff Administration Committee	_____
		_____
		_____

### Position Summary:

Reporting to the General Manager, the Tenant Relations Coordinator is responsible for supporting the delivery, management, and administration of social housing and tenant relations. The goal is to assist households to achieve security of tenure and to provide access to various resources/opportunities which will assist household members to live independently and be self sufficient.

### Qualifications:

- Successful completion of a post secondary degree, diploma, certificate in social work.
- Previous experience in social work with a good knowledge of principles and practices used in the field of social work.
- A working knowledge of appropriate Acts, Regulations, Operating Manuals, and relevant housing legislation is required.
- Strong interpersonal skills combined with good written and verbal communication skills along with a requirement of computer literacy.
- Knowledge of social housing and issues frequently faced by tenants residing in social housing.
- Experience in a social housing administration setting and dealing with social agencies, tribunals, evictions and data tracking of tenants would be a definite asset.
- A valid driver's license is required.
- Must have vehicle to complete employment duties.

### Position responsibilities:

1. Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Provincial and Municipal Acts. Performs the responsibilities of the position consistent with the Operational policies of the County of Renfrew and the Renfrew County Housing Corporation.
2. Identify and obtain appropriate support for tenants at risk (i.e. tenants with psychological/social problems, dementia, and addictions).

3. Work with Social Housing Supervisors to support and address: security to tenure, current arrears, proper unit maintenance, health and safety matters, and social issues, by promoting tenant compliance with Corporate Policies and Procedures.
4. Liaise with community partners by informing community agencies about housing programs, referring tenants to community services, and advocating for tenants with community agencies, and obtaining community support for non-traditional housing initiatives.
5. Resource person for Social Housing Supervisors, Operations Coordinator, Supervisor of Technical Services, and General Manager.
6. Assist tenant groups with scheduling and organizing of special events, foster effective working relationships with tenant groups, conflict resolution between tenants and tenant groups.
7. Administrative support to include budget preparation, creations and delivery of new programs, research and apply for funding opportunities relevant to Housing, and for programs not usually funded by traditional Housing sources, promotion of housing programs and services, and other duties as may be assigned.
8. Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act.

**The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.**