

JOB DESCRIPTION

JOB TITLE	Tenant Remediation Specialist
DEPARTMENT / PROGRAM AREA	Housing Operations (NDHC)
REPORTING TO	Tenant Services Supervisor
EFFECTIVE DATE	November 2021
SALARY	Band 7

JOB SUMMARY

Under the direction of the Tenant Services Supervisor, the position will support the effective management and administration of a portfolio of Rent Geared-to-Income and Market Rent Housing Units with the goal of successfully resolving tenancy issues in accordance with established standards, policies and procedures and in compliance with the Housing Services Act and the Residential Tenancy Act and associated regulations.

JOB DUTIES AND RESPONSIBILITIES

- Provides physical support to tenants in units to ensure readiness for work to be completed.
- Assists tenants with access to formal and informal community and government resources, coordinate services, including reaching out to family members as required.
- Provides support and advocacy for tenants in relation to challenging situations such as hoarding, bed bugs.
- Complete training for bed bug management duties.
- Assists tenants complete all documentation and processes required for compliance with the Housing Services Act and Residential Tenancies Act. Report non-compliant lease infractions as required.
- Assist staff in identifying and interviewing at-risk tenants who have inadequate resources and/or life skills in areas such as; communication, income reporting, loss of subsidy and makes referrals to the appropriate internal/external resources.
- Assist staff to resolve any difficulties that may arise and responds to any complaints from the public and tenants regarding Policies and Procedures.
- Promotes housing stabilization.
- Assists the Tenant Services staff with site visits to explain DNSSAB policies and procedures regarding issues such as; rent payments, yard maintenance, housekeeping issues, etc.

- Conducts site visits to keep apprised of tenant issues such as hoarding and pest management to minimize risk.
- Report clear unit deficiencies and safety issues observed during site visits to the Tenant Services Supervisor.
- In coordination with the Maintenance Officer actively participates in unit inspection; and assists with challenging tenants regarding social or behavior issues identified, if any.
- Preparing and submitting regular reports to the Tenant Services Supervisor identifying key performance indicators requiring further monitoring.
- **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

- Minimum two year post-secondary Diploma in Social Sciences or related field or acceptable combination of education and experience;
- Minimum of one year of experience working with vulnerable populations and people with barriers, ideally in a social housing setting;
- Knowledge of housing policies and procedures as well as related Provincial and Federal legislation ie; Housing Services Act, Residential Tenancies Act, Child and Family Services 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;
- 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 Supervisor;
- Strong time management, organizational and problem solving skills in order to prioritize work activities;
- Proficient in the use of computers and knowledge of Microsoft Office software.
- Knowledge of office practices and procedures;
- Possess report writing and case management, and other 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;
- Ability to investigate, assess, report recommend solutions;
- Demonstrate good judgement in understanding and meeting the needs of the tenants;
- Excellent organization skills are required while being sensitive to time constraints and tight deadlines;
- Working knowledge of internal and generally accepted collection processes is considered an asset;
- Valid Ontario driver's license and reliable vehicle.

