



DNSSAB IS HIRING!

Supporting Human Services in Our Community

The DNSSAB helps people put an affordable roof over their heads, makes sure ambulances take them to hospital when needed, assists in finding affordable childcare, and is there when a little support can make a world of difference during a difficult time.

BULLETIN NO.:	H2025-15	SALARY:	\$32.54 to \$35.16 / hour
POSITION:	Tenant Services Advocate	LOCATION:	North Bay, ON
DURATION:	Temporary Part-Time (up to 12 months)	HOURS:	17.5 hours per week

Do you aspire to have a fulfilling position in the human services delivery environment and to make a difference in the lives of the people in our community? The District of Nipissing Social Services Administration Board (DNSSAB) prides itself on putting people first. Here at the DNSSAB, we strive towards a future of healthy, sustainable communities within our region. To achieve this, we are looking for a talented Tenant Services Advocate to add to our exceptional Housing Operations team.

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.

Qualifications:

- Two (2) year Post-Secondary Diploma or 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.
- French and English, both oral and written, will be considered an asset;
- Demonstrated active listening skills
- Thorough knowledge of community resources.
- Valid Ontario driver's license and reliable vehicle

Contract Employees Enjoy:

- -OMERS Pension (Non Full-Time Employees)
- -Employee Assistance Program
- -Wellness Activities
- -Annual Staff Development Day
- -Long-Service & Retirement Recognition
- -A Psychologically Safe Workspace
- -The Right to Disconnect
- -Commitment to Diversity & Inclusion

Must be legally eligible to work in Canada. Police Record Check within three (3) months is a requirement.

Applications for the above position will **only** be accepted through the **Plum Recruitment** Tool up to **4:30PM, Tuesday, July 8th, 2025. Please follow this link <https://bit.ly/4epHpZ6> to apply now!** You will be required to create a profile and complete an assessment prior to uploading your cover letter and resume. Your profile will allow you to stand out from your fellow applicants for your unique skillset. See how bright your future could be. Come join our team and help make a difference in the lives of the people we serve!

DNSSAB is an equal opportunity employer. In accordance with DNSSAB's Accessibility Policy, accommodations will be provided in all parts of the hiring process. Applicants are encouraged to make their needs known to Human Resources in advance.