

JOB DESCRIPTION

JOB TITLE	Tenant Services Supervisor
DEPARTMENT / FUNCTIONAL AREA	Housing Operations (NDHC)
POSITION REPORTING TO	Manager, NDHC
LOCATION	North Bay
WEEKLY HOURS OF WORK	35
SALARY GRADE	Band 6
DATE	October 2021

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist, what are the key responsibilities?]

Reporting to the Manager, Nipissing District Housing Corporation (NDHC), the Tenant Services Supervisor provides input into the financial, administration and oversight of all tenant relations and property management activities. This includes but is not limited to maintaining full occupancy, maximizing rental income and ensuring healthy, thriving and stable tenant communities.

The position supervises direct delivery functions required to support quality tenant services; including the tenant administration a complex housing portfolio of rent geared to income and market rental units in accordance with Provincial and Federal legislation accompanying regulations, and in compliance with organizational policies and procedures, as well as program operating agreements.

The position liaises effectively, and works collaboratively and innovatively with service delivery partners, community partners, DNSSAB departments and staff in support of the effective administration of tenant services.

The position participates in policy and procedure development in accordance with legislation/regulation and provides recommendations for service enhancements to achieve successful outcomes and solutions through collaboration, feedback and analysis.

In conjunction with the Manager, NDHC this position is also responsible for strategizing long term planning initiatives. This position ensures the effective representation and promotion of the organization while upholding the mission with professionalism and diligence.

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section]

- This position is responsible for supervising Tenant Services staff, who are responsible for tenant placement and vacancy management, rent geared to income calculations and eligibility, rental revenue collection, stabilizing households and eviction prevention, mediation, advocacy and stabilizing tenant interpersonal relationships on behalf of the DNSSAB.
- Provides input into the financial, administration and oversight of all tenant relations and property management activities, to ensure high occupancy, and maximum rental income, while ensuring stable tenant community building environments.
- Leads the rent collection processes, to ensure the rent collection and eviction prevention policies and procedures are followed, with the focus of stabilizing households, eviction prevention where appropriate and mitigating risk through mediation, advocacy and negotiation of repayment agreements. Represent the DNSSAB in small claims court as it relates to collections of bad debts.
- Ensures adherence to Residential Tenancies Act and represent the DNSSAB at Landlord and Tenant Board hearings when defending applications submitted for termination of tenancies. Reviews and investigates cases of alleged fraud and income and/or family composition misrepresentation and enforces rent-geared-to-income eligibility requirement of the Housing Services Act. Ensures corporate compliance with Landlord and Tenant Board orders and mediated settlements. This position also defends the DNSSAB's position in the Landlord and Tenant Board hearings on applications made by tenants.
- Oversees the tenant move in processes, including prospective tenants viewing of units, tenant placement activities, rent geared to income calculation and eligibility, the orientation of new tenants and the execution of leases.
- Monitors and provides direction to Housing Retention Officers with the investigation, assessment and resolution of tenant issues including but limited to, social behaviour, impairment of safety, illegal acts, to mitigate DNSSAB risk and to ensure stable tenant interpersonal relationships. This position will escalate concerns to appropriate parties (such as Police, Children's Aid, etc). This position represents the DNSSAB at Landlord and Tenant Board hearings. Provides guidance, mediation and support concerning bed bug remediation and tenant hoarding behaviour.
- Works in conjunction with the Tenant Services team to ensure that all tenant documentation and processes are in compliance with Housing Services Act, Residential Tenancies Act and Operating Agreements. This is in addition to being in accordance with DNSSAB and Housing Services policies and procedures, and all other relevant legislations such as the Fire Code and Municipal By-laws.
- Monitors all data and reports generated from all technology systems to ensure legislation and policies are being adhered to and to verify accuracy and thoroughness of data.
- Establishes, maintains and fosters good working relationships with all departments within and outside of the organization by; working with community partners to determine shared service opportunities; fostering and developing relationships with local police and fire services; maintain strong relationships with agencies in the community (ie. Transition House, LIPI, Crisis Centre, CMHA etc.).
- Supervises a team of staff with a variety of job functions employed in the tenant services administration managing includes recruitment, performance review, discipline, coaching/counselling, training and development.
- Conducts site visits of properties to keep apprised of any issues to minimize risk, such as assessing for impaired safety of tenants and staff related hoarding, major housekeeping issues and linkages to appropriate community supports.

- Interprets relevant legislation, legislative changes, analyses and advises Housing Services Management of impact on service delivery, processes and budget demonstrating strong fiscal management.
- Monitors service delivery quality assurance, through file reviews and data analysis to ensure compliance, program integrity and quality of services.
- Prepares and submits regular reports, identifying key performance indicators requiring further monitoring to the Manager, NDHC; participate, including presentations, at the monthly Committee and Board meetings when required.
- Participates in the management on call rotation after office hours and responds to major emergencies after hours.

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

- Three Year College Diploma in the area of Business Administration or Social Services or an acceptable combination of education and experience.
- Five years' experience with residential tenancies and property management and in supervision.
- Thorough knowledge of housing policies and procedures as well as related Provincial and Federal legislation and associated regulations i.e.; 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.
- Possess excellent communication skills.
- Possess management competencies including results/achievement focus, human resource management, leadership, financial management, business planning, decision making/judgement, representation and professionalism and job knowledge
- Computer literacy utilizing MS Office software applications.
- Strong time management, organizational and problem solving skills in order to prioritize work activities.
- Comprehensive knowledge of Housing Tribunal and collection processes.
- Knowledge of dispute resolution techniques.
- May require flexibility of hours and location of work.
- Ability to communicate effectively both orally and in writing in French and English is considered an asset.
- A Valid Ontario Driver's License and a reliable vehicle for use on the job.
- Strong ability to exercise excellent judgement in decision making while maintaining compassion and composure during conflict or emotionally driven situations.
- Ability to supervise staff in a unionized environment.
- Work well as a team leader with a highly interactive team.
- Possess excellent organizational skills to schedule people and/or tasks with sensitive time constraints and minimal resources.

COMPENSABLE FACTORS

COMPLEXITY / JUDGMENT

[The decision-making aspects of the position, the variety and relative difficulty of the material or information upon which decisions are based and the use of knowledge and experience in making the decisions.]

Works generally towards broad objectives, instructions and policies. Develops solutions to problems from factual background and fundamental principles.

EDUCATION AND SPECIFIC TRAINING

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities / today's levels and standards are utilized – Education and Work Experience are rated together.]

Three year college diploma.

EXPERIENCE

[The length of time required to learn, under instruction or guidance is measured along with the essential techniques and skills the job calls for / work experience is gained on the job under consideration, on prior jobs where the same or more elementary principles and techniques are used and on related jobs where the required body of knowledge can be built up – this is assuming the “incumbent” starts with the education level specified in the Education factor.]

Minimum five (5) years' experience and with supervision.

INDEPENDENCE OF ACTION

[Reflects the amount of direction and control received from either personal supervision or standard practices and precedents – also considers ingenuity, creativity and original thought required in the job.]

Plans and carries out details of procedures and methods to attain objectives. Takes action in the straightforward application of policies or standards widely accepted within the occupation or profession.

RESULTS OF ERRORS

[Considers the extent of losses to the organization – such losses may result from mistakes occasioned by insufficiently considered decisions or judgements – only in lower level positions is consideration given to carelessness / results of errors is also used to evaluate responsibility for the safety of others.]

May cause substantial delays in a phase of work. May cause serious results (beyond damage and waste) through late delivery, material shortage or service breakdown. May cause identifiable deterioration in customer, public or employee relations. May result in fatal or incapacitating injury to others.

CONTACTS

[Contacts refers to the relative importance to the organization of necessary personal relationships of the position holder to others / the contacts can be internal to the organization and external.]

Require appropriate tact to discuss problem, submit reports, and make recommendations. Required to coordinate effort or supervise others in closely related work. Frequently contacts outside the organization which require tact and courtesy.

CHARACTER OF SUPERVISION

[Considers the degree, kind and intricacies of supervisory responsibility – such responsibilities may involve direct functional direction as in “line” positions or advisory responsibilities as in “staff” relationships]

Gives direct supervision.

SCOPE OF SUPERVISION

[Appraises the size of the direct line responsibilities measured in total number of persons supervised.]

Supervises a small unit.

PHYSICAL DEMANDS

[Considers the degree and severity of exertion associated with the position.]

May require considerable visual attention and/or mental concentration. May involve awkward positions causing strain or fatigue. May require much walking over rough ground, climbing ladders etc.

WORKING CONDITIONS

[Evaluates the disagreeableness of the job environment from the employee’s standpoint – it includes the degree of health hazard and any aspects of necessary travel occasioned by the job.]

Mostly inside but with some little exposure to dirt, oil, noise, weather. Limited travelling – some overnight trips. No injury exposure.