



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.:	H2025-13	SALARY:	\$48,139.00 to \$52,889.20
POSITION:	Tenant Administration Worker	LOCATION:	North Bay, ON
DURATION:	Permanent Full-Time (Bilingual)		

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:

- Post-secondary Diploma in Office administration or related field or acceptable combination of education and experience
- Minimum 2 years' experience in a front-line role in a human services environment, preferably in a residential tenancies and property management setting.
- Comprehensive knowledge of the Housing Services Act, rent geared to income calculation processes, housing services policies and procedures as well as related Provincial and Federal legislation and accompanying regulations.
- Knowledge of good customer service skills.
- Ability to perform financial calculations with accuracy.
- Possesses a general knowledge of the full range of community resources;
- Detail oriented with keen observation skills;
- High-level proficiency in desktop applications including Microsoft Office Suite;
- Ability to interpret and explain legislation, policy and procedures;
- Ability to communicate effectively and tactfully both oral and written; in both English and French;
- Ability to work in a stressful, fast-paced environment and recognize emergency situations;
- Ability to maintain composure, compassion and understanding during challenging situations.
- Ability to deal with a diverse client group with tact and diplomacy.
- Excellent organizational skills are required to organize and schedule daily work or tasks, while being sensitive to time constraints and resource availability. Will often be required to work toward meeting tight deadlines.

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, May 27th, 2025. Please follow this link <https://bit.ly/4doik0e> 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.

Full-Time Permanent Employees Enjoy:

- OMERS Pension Plan
- Health, Dental, Vision, Life and Long-term Disability (LTD) Benefits
- Generous Vacation Entitlement
- Paid Sick Days
- 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