

JOB DESCRIPTION

JOB TITLE	Tenant Remediation Specialist
DEPARTMENT / FUNCTIONAL AREA	Housing Operations (NDHC)
POSITION REPORTING TO	Tenant Services Supervisor
LOCATION	North Bay
WEEKLY HOURS OF WORK	35
SALARY GRADE	Band 7
DATE	November 2021

GENERAL PURPOSE

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

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.

KEY ACTIVITIES

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

- 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 Mental and Health Addictions, Social Work;
- 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.

COMPENSABLE FACTORS

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.]

Post-secondary diploma or degree.

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.]

One year experience.

JUDGEMENT

[Measures the choice of action and initiative required in applying methods, procedures, or policies to complete the job duties.]

Requires that changes be recommended to established methods or procedures. Work involves a choice of methods or procedures or sequence of operation.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of intermediate duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Medium activity of intermediate duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate co-ordination of fine movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in significant loss of time, resources; or cause some embarrassment within the department or organization.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations].

No supervisory responsibility.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Tact and diplomacy are required when handling contacts of a difficult or specialized nature, for the discussion and resolution of problem by presenting or obtaining detailed information.

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of almost continuous exposure.