



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.: H2026-11

SALARY: \$33.52/hour to \$36.21/hour

POSITION: Bilingual Tenant Services Advocate

LOCATION: North Bay, ON

Under the supervision of the Tenant Services Supervisor, the Tenant Services Advocate supports tenant well-being through assistance and service referrals. This role manages a caseload, collaborates to prevent evictions, and uses mental health and/or addiction expertise to engage tenants and connect them with community supports.

Qualifications:

- Two-year post-secondary diploma or university degree in Social Sciences or Mental Health & Addictions
- Minimum two (2) years' experience in residential tenancies, property management, or a 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, with cultural sensitivity
- Strong communication skills when supporting tenants daily and during crises, including making recommendations to the team
- Effective time management, organizational, and problem-solving skills
- Proficient in personal computers, word processing, spreadsheets, and property management software
- Knowledge of office practices and procedures
- Ability to demonstrate organizational values and exercise sound judgment
- Report writing, case management, and correspondence skills
- Ability to work tactfully with diverse clients and collaboratively within a team
- Bilingual in English and French (oral and written)
- Thorough knowledge of community resources
- Valid Ontario driver's license and reliable vehicle

Full-Time Permanent Employees Enjoy:

- OMERS Pension Plan
- Health, Dental, Vision, Life and Long-term Disability (LTD) Benefits
- Union Affiliation CUPE 4720-02
- Generous Vacation Entitlement
- Paid Sick Days
- Be Part of an Inclusive Work Culture
- 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.

This position is for a new vacancy. Applications must submit a current resume with a cover letter to the Human Resources Department by **4:30PM, Thursday, May 14th, 2026**, indicating how their qualifications meet the requirements specified in the bulletin. Please ensure to indicate the bulletin number and position title for the specified posting you are applying for. Applications for the above position will be accepted **by email** at jobs@dnssab.ca. 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. The DNSSAB does not use artificial intelligence or automated decision-making tools at any stage of the recruitment.