



## Ontario Aboriginal Housing Services

**Position:** Tenant Assistant Program (TAP) Representative

**Closing:** Posting will remain open until filled

**Term:** 1 year Contract position

Ontario Aboriginal Housing Services (OAHS) provides safe and affordable housing for First Nation, Métis, and Inuit people living in urban and rural areas of Ontario. Our Vision is “to lead the design, development and delivery of sustainable and culturally appropriate housing that promotes excellence in the Indigenous community and organizational infrastructures”.

Housing Services are provided throughout the province by over 95 Team Members as well as a wide range of Partners including Indigenous Organizations, Community Organizations, Governments (Municipal, Provincial, Federal), and Private Sector. Our Provincial Office and Service Centre is located in Sault Ste. Marie and we have Regional Service Centres in Dryden, Peterborough, and Hamilton. Services provided include:

- Property management of over 2300 subsidized and unsubsidized housing units;
- Provision of an assisted homeownership program providing down payment and home purchase assistance;
- Provision of an assisted homeowner repair program;
- Supportive housing services for community members;
- Planning and development of new housing; and
- Program management, program development and title services to local community organizations.

Founded in 1994, OAHS provides housing services to both Indigenous and non-Indigenous people. OAHS is governed by representatives from three Indigenous organizations in Ontario – the Ontario Federation of Indigenous Friendship Centres, Ontario Native Women’s Association, and the Métis Nation of Ontario. Learn more at: [www.OntarioAboriginalHousing.ca](http://www.OntarioAboriginalHousing.ca)

We are currently seeking a **Tenant Assistant Program (TAP) Representative** for our **Hamilton**, location.

TAP Representatives will be an integral part of OAHS’ new Energy Division and its Tenant Awareness Program. The primary responsibility of the TAP representatives will be to work closely with OAHS Energy Champions to educate, support and develop strategies for our tenants to help reduce raising utility costs. This role will fall within the Energy Division of Tech Services and play a key role in the implementation of OAHS’ Energy Plan.

Duties and responsibilities will include, but not be limited to, the following:

- Support OAHS’ mission and vision and make significant contributions to the achievement of the corporate strategic plan.
- Answer phones and provide direction to tenants seeking assistance in regards to utility concerns related to their units.
- Assist in preparation of monthly reporting requirements and completing and collecting data in relation to OAHS’ Energy Plan.
- Ongoing tenant outreach and awareness in relation to OAHS’ energy and maintenance initiatives.
- Help develop short- and long-term strategies for tenants through seeking out utility relief programs and coordinating with OAHS Community Energy Champions.
- Maintain contact with tenants and seek feedback on measures taken.
- Maintain database on unit upgrades and tenant testimonials to be utilized for Energy Program measurables.
- Communication of new services through tenant notices/package, newsletters, website and referrals.
- Request unit priority scheduling for implementation of Energy Plan and Weatherization program through the Community Energy Champions for identified units.
- Assist Community Energy Champions and Internal Maintenance in scheduling and pre-screening of tenants prior to unit entry.
- TAP Representatives will be responsible for ongoing data entry into OAHS Capital Planning software for Energy related component upgrades.
- Assist Tech Services with other duties as required.

To qualify for this role, the successful candidate will have the following qualifications and skills:

- Knowledge of and an appreciation for Indigenous culture and a values system that believes in holistic wellness and in assisting people to become and stay safely housed;
- Willingness to learn and grow knowledge through ongoing training;
- Experience in housing, social services, and other service sectors would be an asset;
- Minimum 5 years working in customer service industry;
- Knowledge of Microsoft Office suite and other software products (including Property Management systems);
- Strong organizational skills and attention to detail;
- Positive attitude and empathetic;
- Ability to communicate clearly and effectively;
- Able to adapt to new situations as OAHS Energy Program will constantly be evolving;
- Strong interpersonal skills and demonstrated ability to contribute to the achievement of team goals;
- Maintain computer databases through accurate, timely data review and entry;
- Experience working in energy practices in residential and/or commercial settings would be an asset;
- Experience in budget planning or finance would be an asset;
- Experience working with the Indigenous community.

Conditions of employment:

- Ability to travel as required (limited);
- Ability to work varying hours/days, if required;
- Valid CPIC clearance (Criminal Records check) and/or Vulnerable Sector Check;
- References;
- Current, valid Ontario Driver's License and safe driving record.

Compensation:

- In return for your ongoing excellent performance, strong work ethic, and commitment to our vision, mission, values, strategic plan, and the people we serve, Ontario Aboriginal housing Services offers a comprehensive compensation package (some benefits take effect after your probationary period has been successfully completed). This comprehensive compensation package includes:
  - Challenging and fulfilling work; an inclusive and supportive team; and a work environment steeped in and guided by Indigenous culture;
  - Additional paid holidays (in addition to statutory holidays) include Louis Riel Day, National Aboriginal Day, Remembrance Day, and Family Day;
  - Opportunity for cultural, educational and other approved leaves;
  - Supported training opportunities for personal and professional development while reciprocally enhancing organizational capacity; and
  - Competitive salary in pay band B3 (under review) with a range of \$33,000.00 to \$53,000.00.

Please note that you are encouraged to apply early as interviews will be scheduled as applications are received. Please apply by:

- Email to [HRHAM@oahssc.ca](mailto:HRHAM@oahssc.ca)

***In meeting the objectives and vision of the organization, preference will be given to qualified individuals of First Nation, Métis, or Inuit ancestry, and are asked to self-identify on their cover letter.***

*This competition is open to internal and external candidates with the possibility of Secondment for internal candidates. The continuation of this position is subject to funding renewal.*

*Ontario Aboriginal Housing Services welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Ontario Aboriginal Housing Services also welcomes and supports diversity including people who identify as LGBTQ2S+.*

*We thank all candidates who choose to apply, however, only those selected for an interview will be contacted.*