



Position: Housing Services Representative

Closing: May 7, 2021

Term: Contract Position (1-year)

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 75 Team Members as well as a wide range of Partners including Indigenous Organizations, Community Organizations, Governments (Municipal, Provincial, Federal), and Private Sector. Our Main Office and Service Centre is located in Sault Ste. Marie and we have Satellite Service Centres in Dryden, Peterborough, and Hamilton along with shared space in Sudbury, London and Timmins. 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

We are currently seeking a **Housing Services Representative** for our office located in **Sault Ste. Marie, Ontario**. As the Housing Services Representative, you will be an integral member of the Operations Team, responsible for providing high-quality tenant services and a range of administrative and program support in order to achieve team and organization goals. The successful candidate will be a goal oriented, organized, enthusiastic individual who understands and appreciates how safe, affordable housing contributes to the quality of life.

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

- Support OAHS’s mission and vision and make significant contributions to the achievement of the corporate strategic plan;
- Contributing to achievement of division and organization Key Performance Indicators;
- Assisting with the delivery of various programs according to specified policies, procedures and program guidelines;
- Maintaining electronic and manual filing systems and program database systems for program delivery in accordance with specified procedures;

- Maintaining the regional Central Applicant Registry (CAR) and communicating housing opportunities to the community through various channels as required;
- Interviewing and recommending applicants for housing opportunities;
- Providing administrative support and reception duties as required;
- Preparing correspondence including reports, spreadsheets, graphics, presentations, emails, letters, and Tenant Newsletters as required;
- Working closely with Property Managers, CSBC's and other staff; and
- Other duties as required.

The successful candidate will have the following qualifications and skills:

- Knowledge of and an appreciation for Indigenous culture and demonstrated values that focus on assisting people;
- College Diploma/Certification in Business Administration or Social Studies or combination of education and related experience;
- Knowledge in Word, Excel, Power Point, Publisher, Databases, Accounting Systems, Project Tracking Software and/or specific experience with Business Management Systems would be considered an asset;
- Have a strong background and understanding of the Social Housing Act and Housing Services Act, 2011;
- Demonstrated ability to work independently within a highly motivated, professional and results-oriented team;
- Effective communication skills with individuals coming from all walks of life;
- Able to follow through and complete projects; and
- Experience working in Social Housing environment would be an asset.

Conditions of employment:

- Ability to work varying hours/days, if required;
- Valid CPIC clearance (Criminal Records check); and
- References.

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. 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 compensation in pay band B2 with a range of \$32,500.00 to \$45,600.00

Working Conditions and Physical Capabilities:

- Ability to sit at a desk for extended periods of time during the work day;

- Ability to communicate verbally, in person and by telephone with colleagues and clients;
- Ability to use office equipment and computer software programs; and
- Ability to lift up to 20lbs.

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

- Email to HRSSM@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.