



## Ontario Aboriginal Housing Services

**Position:** Tenant Support Worker

**Closing:** Open until position filled

**Term:** Full-time (35 hours/week)

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 140 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. 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 Support Worker** for our **Hamilton** location.

As the **Tenant Support Worker**, reporting to the Tenant Support Supervisor and working closely with the Property Management, Technical and Programs’ Teams, you will be responsible for individualized tenant relations and mental health, with a focus on stabilizing housing and eviction prevention through providing tenant supports.

**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;
- Responsible for working with the Tenant Support Supervisor to create individual tenant plans;
- Work with Admin staff to create awareness through tenant outreach – emails, phone, mail, etc.;
- Work with Tenant Support Supervisor and Property Management to promote working relationships within departments towards improving tenant support;
- Provide support to tenants with Tenant Support Supervisor, Property Managers and escalated tenant relations/ situations;
- Assist with communication to tenants when it comes to amalgamations, transition periods for new portfolios;
- Educate and support tenants at time of move in and ongoing afterwards as requested or identified by internal or external resources;
- Education session with tenants at time of move in. Review lease and help ensure tenant understands and fulfills responsibilities for property upkeep (cleaning, garbage disposal, snow removal etc.);
- Carry out home visits with tenants;

- Provide support, referral to partners and resources when it comes to mental health concerns such as hoarding, violence, addiction, etc.;
- Work with Tenant Maintenance to address any concerns regarding property damage or behaviour;
- Work with tenants to create ongoing monthly household budget and payment plan to pay off arrears. Assist in applying for different forgiveness funds available for social housing;
- Work with Energy to come up with methods of reducing energy/utility costs such as working with tenants to create monthly household budgets;
- Tenant Outreach during transitions – assist with information sessions with Tenant Support Supervisor to educate tenants on OAHS. Seek feedback on needs, supports, etc.;
- Develop and maintain positive and productive working relationships with community partners, organizations and landlords;
- Support the development of rapport and relationship building between landlords and clients; and
- Other duties as assigned.

**The successful candidate will have the following qualifications and skills:**

- Appreciation for Indigenous cultures and a values system that believes in assisting people;
- Post-secondary degree or diploma in Social Studies or Business Administration or a combination of education and related work experience;
- 1-3 years experience working in the social service sector;
- Demonstrated ability to consistently lead with kindness, respect, empathy, and thoughtfulness while simultaneously expecting high levels of performance for oneself;
- Strong leadership skills with a focus on business process;
- Working towards or completion of CIH certification would be an asset;
- Ability to work in a professional and collegial manner using a team-based approach;
- 1-3 years experience working in residential property management;
- Effective communication skills with individuals coming from all walks of life;
- Strong problem-solving skills and the ability to use sound judgement;
- Knowledge in Microsoft Teams, Outlook, Word, Excel, PowerPoint, Publisher, Databases, accounting systems, Project Tracking Software and/or specific experience with BMS, would be considered an asset;
- Effective attention to detail and a high degree of accuracy;
- Well-defined sense of diplomacy, including solid conflict resolution;
- Excellent interpersonal skills and demonstrated ability to contribute to achievement of team goals;
- Familiar with the Landlord and Tenant Board, RTA and HAS;
- Willingness to enroll in the OAHS Leadership Development Program; and
- Experience working with the Indigenous community would be an asset.

**Conditions of employment:**

- Ability to travel as required;
- Ability to work varying hours/days, if required;
- Valid CPIC (Criminal Records check);
- References;
- Must be bondable; and
- 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. 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;
  - Comprehensive medical and dental benefits;

- 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
- A competitive salary in pay band B4 with a range of \$35,400.00 - \$50,830.00.

Please note that you are encouraged to apply early as interviews will be scheduled as applications are received. Please apply with your cover letter and resume by following the URL below:

<https://careers.risepeople.com/ontario-aboriginal-housing-support-services-corporation/en>

***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.*

*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.*

**For the Health and Safety of employees, all new employees are required to be fully vaccinated against COVID-19 as a condition of being hired by OAHS. For clarity, fully vaccinated means two doses of the COVID-19 vaccine and that at least 14 days have elapsed since completion of your vaccine series. OAHS will require proof of full vaccination prior to an employee's start date.**

**OAHS' requirement that successful applicants be fully vaccinated is subject to any accommodation obligations it may have under the Ontario Human Rights Code.**