

Employment Opportunity/Job Description

Tenant Relations Officer

Gignul Non-Profit Housing Corporation (GNPHC) is seeking to fill the position of Tenant Relations Officer. GNPHC is an Aboriginal housing provider serving Aboriginal families and individuals in the Ottawa area since 1986. The Tenant Relations Officer is responsible for ensuring a harmonious relationship between tenants and Gignul Housing by providing counseling on all landlord/tenant matters. The Tenant Relations Officer reports directly to the Executive Director and works closely with the Community Relations Committee of Gignul Housing.

Responsibilities:

The Tenant Relations Officer reports directly to the Executive Director and is responsible for managing the applications process from the initial application to the final approval stage and on-going monitoring of tenant activities and leasing obligations. The incumbent should be familiar with the Landlord Tenant Act and the Ontario Landlord Tenant Board. Specific areas of responsibilities include the following:

- Reviewing and assessing applications for housing and providing follow-up;
- Establishing and maintaining a waiting list of active housing applications;
- Maintaining the applications database program on updated information from applicants;
- Providing follow-up correspondence with applicants on the status of their applications;
- Assessing and prioritizing applicants based on their income and needs;
- Interviewing applicants to discuss their applications and to determine and verify their qualifications, needs and suitability for housing with Gignul Non-Profit Housing Corporation;
- Assessing and conducting reference and credit checks on applicants for review by the Community Relations Committee (CRC);
- Meet with the CRC on a regular basis to review, discuss, approve/defer applicants for housing;
- Prepare meeting kits for the CRC and updated vacancy reports for the Board of Directors;
- Schedule appointments with approved applicants to view available housing units;
- Conduct home visits/interviews with tenants on an annual basis;
- Co-ordinate move-in, move-out and annual inspections of housing units with the Maintenance Supervisor to ensure housing units standards are met and maintained;
- Meet with and counsel tenants on a regular basis on various matters relating to their tenancy obligations and provide referrals to appropriate social service agencies as needed;
- Provide crisis counseling and/or intervention for tenants with issues relating to physical and mental abuse, marital conflicts, child abuse, mental health, police matters, fire damage, death in family, drug & alcohol abuse etc.
- Preparing and discussing leasing obligations with new and current tenants and providing notices in advance of expiring leases;
- Verifying income information on tenants household incomes and establishing/calculating rent amounts for tenants;
- Counsel and inform tenants on the Landlord Tenant Board;

- Issue notices to tenants on various matters through the Landlord Tenant Board process;
- Establish and maintain good working relations with other social service agencies in the Ottawa-Carleton Region;
- Submit monthly financial and tenancy reports to the City of Ottawa, Rent Supplement Program,
- Provide and assist the senior tenants of Madawan Lodge on income verifications and reporting requirements;
- Establish and maintain waiting list for Madawan Lodge seniors home;
- Provide pertinent information to tenants on a regular basis through the company newsletter;
- Manage and assist with other tenant related programs and services provided by GNPHC that arise from time to time as designated by the Executive Director, ie) summer employment program, Food for Friends program, tenant picnic, Gignul garage sale, etc.

Qualification:

- A degree in social science from a recognized university or an equivalent combination of education and experience;
- Minimum of four years experience working for an aboriginal organization in the non-profit sector related to social services;
- Demonstrated knowledge of the Aboriginal community and issues (economic and social)facing Aboriginal people in an urban setting;
- Knowledge and familiarity of the Landlord Tenant Act;
- Knowledge and familiarity of the Landlord Tenant Board of Ontario;
- Knowledge and familiarity of the various social service agencies of the Ottawa-Carleton Region;
- Mediation and crisis intervention skills;
- Conflict resolution skills are a definite asset;
- Strong interpersonal skills in dealing with an established client base;
- Knowledge and understanding of Aboriginal culture(s) and language is a definite asset;
- Computer proficiency in Windows, Access and Excel and Database Management is required;
- Valid Ontario drivers license with a vehicle is required;

Salary: To commensurate with education and experience

Contact: Please submit a covering letter, resume and three (3) references by **February 15, 2012** to:

Marc Wm. Maracle
 Executive Director
 Gignul Non-Profit Housing Corporation
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