



Position: Tenant Support Supervisor

Closing: Posting will remain open until position is filled

Term: Full-Time (35 hours per week) 1-year contract *possibility for extension dependent on funding

Salary Range: \$51,600 to \$60,630

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.”

We are currently seeking a **Tenant Support Supervisor** for any of our **Sault Ste. Marie, Dryden, or Hamilton** locations.

As the **Tenant Support Supervisor**, reporting to the Director of Property Management and working closely with the Property Management, Technical and Programs’ Teams, you will be responsible for all aspects of managing the Tenant Support Team as well as Property Manager coverage. The Supervisor, in collaboration with the tenant support workers, will focus on individualized tenant relations and mental health with a focus on stabilizing housing and eviction prevention through providing tenant supports.

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

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 those who identify as LGBTQ2S+.

Application URL: <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.

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

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:
 - Comprehensive medical & dental benefits;
 - \$1000 Health Spending Account + \$1000 Wellness Spending Account per employee
 - Additional paid holidays (in addition to statutory holidays) include Louis Riel Day, National Indigenous Peoples 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;
 - A competitive salary in pay band B6 with a range of \$51,600 to \$60,630

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 tenant support workers to create individual tenant plans;
- Work with Admin staff to create awareness through tenant outreach – emails, phone, mail, etc.;
- Provide support to tenants with Property Managers and escalated tenant relations/ situations; Property Manager Coverage – vacation/sick time;
- Assist with communication to tenants when it comes to amalgamations, transition periods for new portfolios;
- 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.);
- 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 plans;
- Tenant Outreach during transitions – Hold information sessions with PM and Tech to educate tenants on OAHS. Seek feedback on needs, supports, etc.;
- Hold Tenant Engagement Meetings at each larger multi- facility annually seeking methods of improving tenant relationships, needs and support;
- Develop and maintain positive and productive working relationships with community partners, organizations, and landlords;
- Standard Operating Procedure development and program development; and
- Other duties, as assigned.

To qualify for this role, 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;
- Working towards or completion of CIH certification would be an asset;
- Minimum of 3 years experience managing/supervising a team or staff;
- Experience working in residential property management is considered an asset;
- Effective attention to detail and a high degree of accuracy;
- Well defined sense of diplomacy, including solid conflict resolution, and people management skills;
- 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 work varying hours/days if required;
- Valid CPIC (Criminal Records Check) required;
- Current, valid Ontario Driver's License and safe driving record;
- References.