



# Job Description

**Position Title:** Community Relations Worker

**Department:** Housing

**Reports To:** Tenant Services Manager

## Purpose

To provide support for tenants within the portfolio of housing units of Grey County Housing in order to maintain tenancy and assist with improving quality of life. To develop and maintain a cooperative working relationship between local community service providers, Grey County Housing Staff, and tenants. To foster good tenant relations and facilitate and assist tenants with community development initiatives and opportunities.

## Responsibilities

### *General*

- Acts as a resource for Grey County Housing tenants and staff, clarifies the policies and role of Grey County Housing and social agencies to tenants and the general public.
- Visits and assists at-risk tenants who require additional supports, including counselling, health support, and/or community assistance to access formal and informal community and government resources in such areas as parenting, income, employment, or food security
- Provides mediation and referral services to tenants and provides crisis intervention as needed, either at their request or at the request of Tenant Services Coordinators for eviction diversion. Provides on going support to tenants in seeking information regarding available resources and contacts community agencies and health professionals, as required, to advocate for tenants.
- Facilitates community development in various Grey County Housing communities to promote and meet the needs of the tenants. Prepares proposals for Grey County Housing funding of tenant activities; coordinates and/or participates in the implementation of approved proposals.
- Assists community centres, tenant associations, social groups, and tenants to organize special tenant events and tenant association activities. Participates in

inter-agency meetings and professional development workshops to respond to inquiries, develop cooperative relationships, advocate for tenant groups, and promote community group associations, and Grey County Housing programs and services to the broader community.

- Co-coordinates programming, support services, information sessions, and events at the Alpha Family Resource Centre with the co-CRW. Develops and distributes the monthly calendar of events each month.
- Conduct home visits to inform tenants of Grey County Housing tenant handbook/guidelines and assist tenants seeking transfers to explain Grey County Housing policies and availability of housing for tenants with special needs.
- Prepares written recommendations and reports for tenants and tenant services, following each visit; Provides follow up with tenants as necessary.
- Reports building deficiencies observed during visits to maintenance staff. Recommends improvements to Tenant Services Manager for consideration during budget process.
- Assists tenants to complete forms, surveys, and other documentation such as annual reviews, applications and social assistance and pension forms.
- Provides summary reports to the Tenant Services Manager of Grey County Housing regarding interactions and activities performed with families and individual tenants.
- Testifies in court proceedings, when served a subpoena, or as requested by Tenant Services Staff at the Landlord and Tenant Board hearings, regarding various matters. Provides testimony with regards to observations made during tenant visits.
- Possession of a valid driver's license, and maintenance of a reliable vehicle required.
- Performs other duties as assigned.

## Working Conditions

Usual hours of work are 35 hours per week; core hours are 8:30 AM to 4:30 PM. Work is performed in a standard office 30% of the time and in tenant's residences 70% of the time.

The Community Relations Worker (CRW) travels throughout the Grey County Housing portfolio. The successful candidate would exhibit excellent risk assessment skills in order to ensure health and safety when visiting tenants in their homes.

Some overtime is required to cope with deadlines, peak periods, unexpected situations that arise within the Housing Portfolio. Occasionally works evenings and weekend hours to attend tenant/community meetings or provide crisis assistance.

## Contacts

### *Internal Working Relationships*

Receives direction and guidance from the Tenant Services Manager. In constant contact with other county housing staff, regarding departmental/tenant issues. There is constant contact in order to provide guidance and direction, ensure compliance with operational policies and procedures, and resolve concerns for tenants. There is on going contact with other county staff, in particular the Social Services and Finance Departments to exchange information and ensure services are provided for Grey County Housing tenants. There is routine contact with the 24-hour emergency answering service when the incumbent is on call.

### *External Working Relationships*

Regularly conducts interviews with and provides information to tenants regarding policies, procedures, and to provide support services and on-going follow-up. Regularly explains Grey County Housing policies, procedures and directives to the general public. Has frequent contact with social agencies, support agencies, Police, Fire Department, government offices and consultants regarding the availability of social support systems. Regularly refers tenants to counselling, health, mental health, financial and life skills support services, as well as day care centres, Family and Children's Services, Victorian Order of Nurses, Community Care Access Centres, long-term care facilities, and medical practitioners.

## Knowledge and Skill

- Post secondary education in Social and Behavioural Sciences, Community Development, or equivalent discipline, normally acquired through the attainment of a Community College Diploma in Social Work or Social Services, plus two years related experience.
- Knowledge of community development, alternative dispute resolution and social and behavioural sciences.
- Knowledge of social housing policies and procedures, as well as related Provincial and Federal Legislation including the Residential Tenancy Act 2006, Housing Services Act, 2011, Child Welfare Act, Occupational Health & Safety Act, and the Municipal Freedom of Information and Protection of Privacy Act. Familiarity with Building and Fire Codes in order to report building deficiencies to maintenance staff and Tenant Services Coordinators.
- Communication, human relations, conflict resolution and crisis intervention skills in order to recognize the need for and obtain the intervention of other professionals; take into consideration cultural practices and beliefs and work in a non-judgemental, empathetic manner with tenants from a variety of backgrounds

and cultures; use tact and judgement in communication with others and when providing support to tenants in crisis; discuss observations, interpretations, and recommendations with families and other professionals and adapt the style of communication according to individual needs of tenants; and to participate as an effective team member.

- Time management, organizational, and problem solving skills in order to prioritize and plan work activities, and ability to problem solve with others.
- Skill in the use of personal computer and knowledge of software packages such as Microsoft Office, and waiting list and financial management systems.
- Ability to travel to various locations within Grey County and to attend professional development outside of Grey County.
- Must provide an acceptable Police Records Check in order to ensure suitability for working with vulnerable populations.
- Ability to support and project values compatible with the organization.
- Ability to write reports, recommendations, visit notes, follow-up letters, referral letters, Housing and other agency forms, and Coordinated Access applications.
- Ability to communicate clearly and consistently with tenants, service coordinators, supervisor, and others; to review tenants' progress in collaboration with service coordinators and others providing services to tenants; to report housing deficiencies and make recommendations to Maintenance staff.
- Ability to read and understand information from a variety of sources in order to communicate information to tenants.

## Impact of Error

Failure to respond to tenant requests in an appropriate and/or timely manner, or delays in action when trying to mediate or resolve issues could result in poor Landlord/tenant relations, further tension and frustration for tenants, negative public image, and loss of confidence in the services provided by Grey County Housing.

Failure to consult with service coordinators, refer tenants appropriately, and/or report suspected neglect and/or abuse to Family and Children Services could result in tenants remaining in at-risk situations, which could lead to physical or mental harm, and could result in legal action against the County of Grey.

Failure to properly store, maintain, or share confidential information could result in a loss of confidence in the services offered by Grey County Housing, legal action against the County, and could negatively impact tenants' safety.

Failure to complete and submit case documentation in a timely manner could negatively impact the work and assessment abilities of professionals involved with the family, resulting in legal action against external service coordinators and/or the County of Grey.