

**Position Title:** Manager of Tenant Services

**Department:** Housing

**Reports To:** Director of Housing

## Purpose

The primary role of the Manager of Tenant Services is to provide leadership and direction to the Tenant Services staff ensuring excellent service to for tenants, applicants and the general public.

The Manager of Tenant Services is accountable for the effective management and administration of the County's community relations and tenant services.

The incumbent will foster good tenant relations, facilitate community development initiatives and opportunities for tenants and staff, while providing guidance on relevant legislation to be adhered to.

## Responsibilities

### *Staff Responsibilities*

- Manages the day to day operations and direct supervision of the Tenant Services and Community Relations staff and summer student including, staff selection, training, work assignment and performance appraisals.
- Facilitates training opportunities for staff to increase knowledge, keeping them apprised of changes to legislation and trends in housing.
- Responsible for the processing of all confidential matters about Departmental staff, maintaining up to date personnel records, performance appraisals and performance resolution for example attendance management.
- Provides leadership through coaching techniques, mentorship and develops teamwork

## *Service Delivery/Customer Service Excellence*

- Lead and report on community relations, tenant services and two family resource centres.
- Responsible for overseeing critical issues related to tenants, rent calculations, move in and move outs, special priority status, appeals, reviews, sets rental amounts according to the Housing Services Act, 2011..
- Coordinate the investigation and resolution of tenancy matters including violations under the Residential Tenancies Act, Housing Services Act, (ie. rental arrears, misrepresentation of income and family composition, illegal activities and anti-social behavior). Liaises with tenants, Housing Department staff, law enforcement, social agencies and community groups to resolve rental, social problems and approves the issuance of notice to vacate for any reason other than rental arrears.
- Consults with Tenant Services Coordinators on the leasing functions, involving conducting annual income reviews with tenants, calculation of rents and adjustments, and the co-ordination of leasing for new tenants.
- Responsible to ensure Tribunal/court documentation (such as court judgments, writs of possession) are processed and served within specified time frames, and appears at Rental Tribunal hearings or Provincial Court and Small Claims Court on behalf of the Housing Department as required.
- Works with local community agencies and groups to increase support services and education opportunities, programming, information sessions, and events for tenants.
- Oversees the programs facilitated by the *Community Engagement Facilitator* contracted through the Canadian Mental Health Association in Grey County Housing locations and the events at the Alpha Family Resource Centre and Meaford Family Resource Centre with the *Events Coordinator*
- Supports the facilitation of community development in various Grey County Housing communities to promote and meet the needs of the tenants through participation in inter-agency meetings, and professional development workshops.
- Recommends and implements modifications to existing or the development of new procedures and policies regarding tenant and staff relations and building

maintenance in order to contribute to the improvement of the Department's operations and ensures compliance with all relevant legislation related to maintenance of units/buildings and the safety and security of tenants including the Duty to Accommodate, Human Rights code, Residential Tenancies Act, Housing Services Act etc.

- Participates with fellow managers in emergency management system for Grey County Housing.
- Participates with weekly on-call duty on a rotational basis in order to support Grey County Housing's responsibility to respond to emergencies on a 24-hours/day basis

### *Management Team and Community Relations*

- Works as a member of the Management Team to ensure department goals and customer service expectations are met. Ensures legislative and provincial requirements are met and reported on.
- Participates in the preparation and monitoring of a total annual operating budget and controls a recurring work budget within the housing portfolio.
- Prepares proposals for Grey County Housing funding of tenant activities; coordinates and/or participates in the implementation of approved proposals.
- Recommends, maintains and amends Purchase of Service and legal agreements for service provisions with community partners, ensures service agreement is upheld.
- Prepares reports and statistical analysis for Director and County Council.
- Represents the Department/County on provincial and local committees and meetings.
- Assists the Director of Housing with strategic planning, including determining priorities, targets, work plans and the most effective use of resources.
- Assumes the responsibilities of the Director of Housing during his/her absence on a rotational basis.

## Working Conditions

Typical 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 50% of the time and in Grey County buildings 50% of the time. .

Travel throughout the Grey County Housing portfolio as required. The successful candidate would exhibit excellent risk assessment skills in order to ensure health and safety when visiting tenants in their homes.

Workload varies with regular monthly deadlines, special projects and out of town, after hour meetings and committees. Some overtime is required to meet 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*

Director of Housing, Management Team, Tenant Services Team, Waitlist Coordinator, Housing Programs Manager, Front office staff, and Technical Supervisors, custodians regarding department/tenant/portfolio needs, Managers and Supervisors of other County Departments.

There is routine contact with the 24-hour emergency answering service when the incumbent is on call and responsible to notify the answering services that assist the department after hours of any changes to directives for their notifications to on-call staff.

### *External Working Relationships*

Regularly explains Grey County Housing policies, procedures and directives to tenants, staff and the general public. Has frequent contact with social agencies, support agencies, Police, Fire Department, Provincial ministry staff, landlords, and consultants regarding the availability of social support systems.

Oversee programs/services/support services run in Grey County Housing sites such as the Community Paramedic Clinics, VON, Thames Valley, Early ON Centers, Owen Sound Library, Ontario Works, CMHA etc.

## Knowledge and Skill

- University Degree or College diploma in Social and Behavioural Sciences, Community Development, or equivalent discipline, normally acquired through the attainment of a Community College Diploma or Degree in Social Services related fields, plus five years related experience.

- Organizational management skills, such as time management, budget development skills, leadership skills, risk assessment and problem solving skills
- Knowledge of community development, alternative dispute resolution, client risk assessment, mediation 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 facilities department.
- 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.
- Skill in the use of personal computer and knowledge of software packages such as Microsoft Office, and waiting list, data and financial management systems.
- 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.
- 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

## Impact of Error

Errors in leadership and program administration could result in a loss of revenue, poor tenant or staff relations, media and political scrutiny, and the physical deterioration of the portfolio, which can adversely affect the safety and security of staff and tenants and a poor public image of the Housing Department. It is important the Tenant Services Manager deals with tenant concerns in an efficient manner to avoid legal ramifications.

Failure to follow through with court action regarding delinquent accounts could result in financial loss, as well as loss of credibility with tenants and the public. Improper

judgments and decisions result in poor tenant and working relations, decreasing the effectiveness of the Housing Department.

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.