



Region of Waterloo

NOTICE OF JOB VACANCY

Date of Posting: December 29, 2022

Title: Tenancy Liaison Specialist

Position: R01792

Posting: 2022-2211

Length: Full Time

Department/Division: Community Services/Housing Services

Hours of Work: 35 hours per week

Union: C.U.P.E. Local 1883

Grade: 13

Salary: \$38.11 – \$43.31 per hour

Location: 99 Regina St. S., Waterloo

Closing Date: January 5, 2023

Description of Duties:

Provides consultation, information, and support regarding landlord and tenant relationship management to Community Housing landlords and their tenants, including facilitating meetings to resolve tenancy issues, providing materials/resources, and making referrals to community/social supports to build tenant/landlord capacities and support successful tenancies.

Duties/Responsibilities:

- Acts as a resource for Community Housing landlords and tenants regarding policies, roles and responsibilities of housing providers to support ongoing tenancy and positive landlord and tenant relationships.
- Leads/facilitates resolution of tenancy issues with landlords and tenants (e.g., complaints, rent geared-to-income eligibility, asset management and property standards, neighborly disputes).
- Develops case plans and action items agreed to/in collaboration with parties, and follows up to record outcomes or provide additional supports and meetings.
- Provides individual support to tenants to achieve housing stability and help to improve health outcomes, reduce reliance on emergency services, and promote social inclusion. Contacts other corporate/departmental/divisional staff and community agencies to make referrals, and exchange program and tenant information (e.g., rent payments, adjustments, placement issues, income support).
- Administers an annual portfolio operating budget with supervisor. Assists in budget forecasting by providing estimates. Has signing authority and a purchasing card for incidentals and emergencies.
- Maintains records of interactions, activities, and outcomes. Provides reports for management, and for Community Housing Review System cases.

- Develops materials for tenants and landlords to support eviction prevention, foster good landlord and tenant relationships, support overall positive tenancies, and access to other supports. Delivers information and training sessions to build landlord and tenant capacities.
- Facilitates and promotes community engagement strategies to landlords. Works one-on-one with landlords to develop strategies/initiatives in response to issues. Leads meetings with landlords to exchange information, best practices, and trends related to community engagement. Facilitates service agreements and partnerships with community agencies.
- Works with other staff to develop and implement strategies to facilitate community and individual behaviour changes to improve the overall health within the community for clients.
- Participates on committees, task forces, and working groups with community partners and other corporate staff to contribute to community capacity building and support tenant health and well-being.
- Testifies in court when subpoenaed/requested by landlords/ tenants for Ontario Rental Housing Tribunal hearings.
- Performs related duties, as assigned.

Knowledge, Skills & Abilities Required:

- Knowledge of landlord-tenant relationship management principles and practices, community development/engagement strategies, and social and behavioural sciences, acquired through a 3-year college diploma/university degree in a related field (e.g. Social Work, Social Services), plus 3 years of related experience (or equivalent combination of higher education and lower experience).
- Knowledge of and ability to comply with policies, procedures, and related legislation (e.g., Residential Tenancy Act, Housing Services Act, Landlord Tenant Board, privacy).
- Knowledge of social and community agencies and resources to provide referrals. Familiarity with property standards, Building and Fire Codes to report building deficiencies to other staff.
- Analytical, problem solving, research, and organizational skills to work independently and maintain a portfolio of clients; identify obstacles, opportunities, and develop solutions/recommendations to resolve tenancy issues; identify trends and develop resources and materials.
- Leadership, human relations, communication, facilitation, and conflict resolution/mediation skills to explain and respond to inquiries from housing providers and tenants; maintain relationships and provide support, coaching, and guidance to housing providers; facilitate conflict resolution meetings (including motivation skills to encourage participation and behavior change); facilitate community engagement initiatives; support tenants, including by providing

referrals to community/social agencies; and participate as an effective team member.

- Ability to research and compile information regarding tenant needs and social issues to develop and implement strategies to educate tenants and encourage community and encourage community development.
- Ability to write letters, case notes, forms, reports, resource materials, and communications; and draft policies and protocols for management review. Ability to read and interpret reports, legislation, guidelines, and policies.
- Computer skills with ability to use software such as Microsoft Office and program databases.
- Must provide an acceptable Police Vulnerable Sector Check (Level 3).
- Ability to travel within Waterloo Region.
- Ability to support and demonstrate the Region's values.

We invite internal applicants to **APPLY ONLINE** through the **HR Portal by 11:59 p.m., by the closing date.**

If you have questions regarding the application process, please refer to "Frequently Asked Questions - How to Apply for a Position" under Employment Opportunities on the HR Portal. Thank you for your interest in this job, but we will only be corresponding with you if you are selected for an interview.

Regular and reliable attendance required for consideration.

We thank all applicants in advance; however, we will be corresponding only with those selected for an interview.

The Region of Waterloo is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. At the Region, we respect, encourage and celebrate our diversity. The Region of Waterloo is committed to providing accommodations throughout the recruitment process. If you require an accommodation, please notify us and we will work with you to meet your needs.

Alternate formats of this document are available upon request. Please contact the Service First Contact Centre at phone number (519) 575-4400, TTY number (519-575-4608) to request an alternate format.