



Ontario Aboriginal Housing Services

Position: Housing Services Representative

Closing: Posting will remain open until position is filled

Term: Contract position - up to 1 year (35 hours/week)

Ontario Aboriginal Housing Services (OAHS) provides safe and affordable housing for First Nation, Métis, and Inuit people living in urban and rural areas of Ontario. Our Vision is “to lead the design, development and delivery of sustainable and culturally appropriate housing that promotes excellence in the Aboriginal community and organizational infrastructures”.

Services, provided throughout the province from our provincial office located in Sault Ste. Marie and satellite offices in other communities, include:

- Property management of over 2300 subsidized housing units;
- Provision of assisted homeownership program providing down payment and home purchase assistance;
- Provision of an assisted homeowner repair program;
- Supportive housing services for our tenants;
- Supporting the development of new housing; and
- Program management, development and title services to local community organizations

We are currently seeking a **Housing Services Representative** for our office located in **Sault Ste. Marie, Ontario**.

As the Housing Services Representative, you will be an integral member of the Operations Team, responsible for providing high-quality tenant services and a range of administrative and program support in order to achieve team and organization goals. The successful candidate will be a goal oriented, organized, enthusiastic individual who understands and appreciates how safe, affordable housing contributes to the quality of life.

Duties and responsibilities will include, but not be limited to the following:

- Support OAHS’s mission and vision and make significant contributions to the achievement of the corporate strategic plan;
- Contributing to achievement of division and organization Key Performance Indicators;
- Assisting with the delivery of various programs according to specified policies, procedures and program guidelines;
- Maintaining electronic and manual filing systems and program database systems for program delivery in accordance with specified procedures;
- Maintaining the regional Central Applicant Registry (CAR) and communicating housing opportunities to the community through various channels as required;
- Interviewing and recommending applicants for housing opportunities;
- Analyzing and preparing income reviews for potential tenants;
- Collecting monthly rent payments from tenants, preparing rent receipts and entering data into the Business Management System (BMS);
- Completing income reviews annually for current tenants and entering the data as needed in the BMS;
- Participating in the Tenant Arrears process by counselling tenants, collecting rental arrears, and participating in the development and implementation of plans to reduce and eliminate arrears;
- Completing Landlord and Tenant Board (LTB) Tribunal documents for rent collection and eviction;
- Attend and represent OAHS at LTB Tribunal Hearings;
- Delivering or assisting in the delivery of eviction notices to tenants as required;
- Providing administrative support and reception duties as required;
- Preparing correspondence including reports, spreadsheets, graphics, presentations, emails, letters, and Tenant Newsletters as required;
- Working closely with Property Managers, CSBC’s and other staff; and
- Other duties as required.

The successful candidate will have the following qualifications and skills:

- Knowledge of and an appreciation for Indigenous culture and demonstrated values that focus on assisting people;
- College Diploma/Certification in Business Administration or Social Studies or combination of education and related experience;
- Working towards or completion of CIH certification would be an asset;
- Knowledge in Word, Excel, Power Point, Publisher, Databases, Accounting Systems, Project Tracking Software and/or specific experience with Business Management Systems would be considered an asset;
- Have a strong background and understanding of the Social Housing Act and Housing Services Act, 2011;
- Demonstrated ability to work independently within a highly motivated, professional and results-oriented team;
- Effective communication skills with individuals coming from all walks of life;
- Able to follow through and complete projects;
- Experience working in Social Housing environment would be an asset.

Conditions of employment:

- Ability to travel as required (limited);
- Ability to work varying hours/days, if required;
- Valid CPIC clearance (Criminal Records check);
- References;
- Current, valid Ontario Driver's License and safe driving record.

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:
 - Challenging and fulfilling work; an inclusive and supportive team; and a work environment steeped in and guided by Indigenous culture;
 - Additional paid holidays (in addition to statutory holidays) include Louis Riel Day, National Aboriginal 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; and
 - A competitive salary in pay band B2 with a range of \$32,500.00 to \$45,600.00.

Working Conditions and Physical Capabilities:

- Ability to sit at a desk for extended periods of time during the work day;
- Ability to communicate verbally, in person and by telephone with colleagues and clients;
- Ability to use office equipment and computer software programs;
- Ability to lift up to 20lbs.

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

- Email to HRSSM@oahssc.ca or
- Mail to: Amanda McAuley
Human Resources & Payroll Associate
Ontario Aboriginal Housing Services Corporation
Attn: Human Resources
500 Bay Street, Sault Ste. Marie ON P6A 1X5

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.

This competition is open to internal and external candidates with the possibility of Secondment for internal candidates. The continuation of this position is subject to funding renewal.

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.

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