

## **Director of Tenant Services – Permanent, Full Time**

Ecuhome Corporation provides quality affordable housing and support for people who have experienced homelessness. We reflect the diversity of our city, recognize, and respect the values of all people, and empower tenants to regain their place in the community. We provide our tenants with the foundation for the life of their choosing, starting with an affordable home they can be proud of and can count on. We then work with tenants to lay the foundation for life skills that foster independence and confidence, meaningful activities, a sense of purpose and belonging, and a greater resilience to weather the challenges that face everyone – especially those living in poverty.

Reporting to the Executive Director and a member of the Ecuhome Leadership Team, you will bring your experience in tenant relations and relevant housing rental regulations (Rent Geared to Income/RGI) to support our strategy in achieving further positive changes for those who have faced homelessness. You are responsible for overseeing Ecuhome's services to applicants and tenants, enhancing housing stability for tenants and improve quality of life and ensuring operation within the available budget. Your previous experience in the non-profit sector is a strength that allows you to bring previous learnings to this exciting new challenge.

### **The Director of Tenant Services is responsible for:**

- Directing the delivery of programs and services to tenants within the available budget and ensuring these services meet Ecuhome's quality standards, are in compliance with applicable legislative and funder requirements. and are consistently delivered across the organization.
- Overseeing the hiring, supervision and retention process for all tenant services staff, ensuring that performance standards are in place and that staff are regularly evaluated in relation to those standards.
- Managing and overseeing training for reporting Tenancy Staff, Program Managers and their reporting staff. Building employees' current knowledge, and future training and /investment to deepen knowledge.
- Working as a key member of Ecuhome's management team to collectively achieve organizational goals, including coordination with Director of Properties & Maintenance and the Director of Finance & Administration.
- Developing and implementing an annual work plan for housing and tenancy support in keeping with a changing environment and evolving needs and identifying current and future needs of tenants and leading change.

- Monitoring, analyzing trends and ensures operation within the available budget and in keeping with Ecuhome's policies and procedures, the Collective Agreement and legislative and funder requirements.
- Participating in and providing input in Labour-Management meetings.
- Overseeing the administration of RGI alongside the Director of Finance, providing direction and support for RGI (rent geared to income) appeals and leading the review committee
- Report on tenant services to the Executive Director, Board and funders as required.
- Representing Ecuhome to tenants, neighbors, community partners, other service agencies, the community-at-large and at partnership tables throughout the city.
- Developing partnerships to enhance the quality and scope of services available to tenants. For example, planning future housing for aging tenants.
- Continuously improving professional knowledge and social services issues and trends.
- Monitoring these trends and ensuring that those which impact the lives of tenants, and their service needs are considered as services which are planned for and implemented by Ecuhome.
- Completing relevant information and providing input for RFPs

**More specific responsibilities include:**

- Ensuring programs and spending are meeting universal practices across the organization, taking into account the different needs of our tenants in our areas based on communities, demographics and other factors.
- Develops, implements, oversees / supervises and evaluates all tenancy support strategies activities with Program Managers and Coordinators (ie. Collection strategies for housing charges and arrears, rent-geared-to-income (RGI) rents in accordance with Housing guidelines and any necessary legal coordination.)
- Ensures that mechanisms are in place to engage tenants, obtain their feedback, and provide advice through leadership and communication.
- Guides and acts as a resource to assist Program Managers in supporting reporting staff with problem solving and meeting challenges.

- Ensuring compliance with Ecuhome policies and standards and contribute to the updating of policies and implementation of procedures,
- Directing the overall strategy of the tenant support team and building & developing employee skills.
- Build a cohesive tenant support team with a consistent framework to maximize opportunities for effective collaboration across the organization.
- Work collaboratively with the Leadership Team to achieve organizational goals.

### **Qualifications**

#### **Our successful candidate will have the following qualifications and values:**

- Minimum five years of experience with increasing responsibility in Housing and Social Services management, overseeing staff and directing organizational improvements through effective project management
- Completion of post-secondary education in Social Services or an alternate relevant program
- Experience with the City's Rent-Geared-to-Income (RGI) Program Administration and Guidelines and the Landlord and Tenant Board (LTB) preferred.
- Ability to take initiative, guide teams through transitions, delegate and apply creativity to this key role in the organization
- Broad knowledge of social housing, providing services to people who are homeless, the social service system in Toronto, and a practical understanding of relevant legislation
- Experience with labour - management relations / tenant relations and complex conflict resolution
- Preparing, managing and analyzing budgets to ensure program sustainability
- Demonstrated leadership and team building skills, along with strong decision-making ability
- Demonstrated excellence in communication and diplomacy with the ability to inspire and motivate others
- Proven ability to achieve organizational goals and desired internal and external outcomes through effective stakeholder engagement

- Strong administrative ability including data gathering, analysis and reporting competency
- Proficiency using MS Office (Word, Excel, PowerPoint, Outlook) and ERP databases (i.e. NetSuite)
- Believes in the importance of non-profit organizations to the community and the value of social justice
- Positively influences others to achieve results that are in the best interest of the organization
- Understands ethical behaviour and business practices and ensures own behaviour is consistent with Ecuhome's Code of Conduct and aligns with the values of the organization
- Speaks, listens and writes in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- Anticipates, understands, and responds to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters while balancing competing agendas (funders, politicians, staff and tenants)
- Works cooperatively and effectively with others to set goals, and make decisions that enhance organizational effectiveness
- Assesses situations to identify causes, gathers and process relevant information, determines the importance, urgency and risks, problem solves, generates possible solutions and makes recommendations and/or clear decisions which are timely and in the best interests of the organization
- Sets priorities, develops a work schedule, monitors progress in achieving goals, and tracks details, data, information and activities
- Determines strategies to move the organization forward, set goals, create and implement actions plans, and evaluates the process and results

Reports to: Executive Director

Location: Downtown Toronto

Status: Permanent Full-time

Benefits: Life/ADD, LTD, Extended Health, Dental, Vision, and a pension savings program with matching

Please apply through the link: <https://ecuhomecorporation.bamboohr.com/careers/65>

Anticipated start date: on or about June 9, 2025

Ecuhome is committed to providing equal access to employment opportunities, promoting equal access to our programs, supports and services and identifying and removing any internal, systemic barriers to inclusion in all Ecuhome operations.