**Job Call – Community Tenant Services Worker – Parental Leave Contract (18 months)**

**Overview**We're looking for a steady and client-centered communicator with a passion for affordable housing and tenant wellbeing to join our team! The Community Tenant Services Worker (CTSW) is part of our Tenant Services & Engagement team, providing frontline support to our rent-geared-to-income (RGI) households to navigate and maintain their tenancy. The CTSW will also support in the creation and implementation of tenant engagement projects and resources that support the well-being of our tenant community, and ensure that they have a voice in the organization. Experience with RGI administration is an asset, but not required.This is a full-time, 18-month contract to cover for parental leave. Circle is a new and growing organization – with potential opportunities to continue in a similar or new role at completion of the contract.

**Circle strongly encourages applicants from equity-seeking groups who reflect the diversity of the tenants we serve. We also encourage applicants who have lived experience in either low-income housing, or any of the neighbourhoods where our homes are located.**

**Application Deadline:** ASAP, open until filled
**To apply,** send resume and cover letter to info@circlelandtrust.ca with the subject line CTSW Job Application

**Job Description
Department:** Tenant Services & Engagement

**Reports to:** Director of Communications & Engagement (DCE)

**Employment Type**: Full-time Contract (18-months coverage for parental leave)

* This position is hybrid (in-office/remote work/on the road) in downtown Toronto (M4W 3L4), with requirement to be in-office 2-3 days per week.
* This position requires frequent travel around the Toronto (access to a reliable vehicle is required).

**Work Hours**: 37.5 hours/week, may require occasional evenings
**Salary Range:** $60,000 annually, plus comprehensive benefits package including health and dental, and 3 weeks paid vacation per year, plus personal and sick days.

**Application Deadline:** ASAP, open until filled

**About the Role**:

The Community Tenant Services Worker (CTSW) acts as the primary contact for Circle’s tenant households, who live in single-family, rent-geared-to-income homes that are spread across Toronto. For this role, the service area will be predominantly focused in downtown and east end Toronto. CTSWs serve as navigators for our tenants: helping them understand and follow Circle’s policies and procedures, their responsibilities as a tenant, resources available to them in their neighbourhoods, and the regulations and timelines related to the RGI administration system. Our CTSWs are focused on providing excellent client-centered service to our tenants and supporting eviction prevention by engaging, educating, supporting, and connecting. The CTSW will also support in the creation and implementation of tenant engagement projects and resources that support the well-being of our tenant community, and ensure that they have a voice in the organization. Experience with RGI administration is an asset, but not required for this role.This is a full-time, 18-month contract to cover for parental leave. This is a hybrid role (in-office/remote work/on the road) in downtown Toronto (M4W 3L4), with the requirement to be in-office 2-3 days per week, and requires frequent travel around the Toronto (access to a reliable vehicle is required).

**About Circle Community** **LandTrust**: Circle is a non-profit housing provider founded to protect and invest in some of the last affordable family-sized homes in Toronto. In 2022, Circle became the owner and manager of over 550 houses, which were previously owned Toronto Community Housing. These homes, which are scattered across east Toronto and Scarborough, were transferred into nonprofit ownership to ensure that they would be protected as permanently affordable, and managed by an organization dedicated to serving the needs of scattered housing. Circle is currently undertaking a major renovation campaign to bring all of the homes into a state of good repair over five years. Governed by a volunteer Board of Directors comprised of leaders in the social housing sector, Circle has a vision of quality, family-sized, perpetually affordable homes in inclusive communities to serve today's tenants and future generations.

**Position Objective:** Acting as the primary contact for tenants, fostering a positive tenant experience and supporting eviction prevention by engaging, educating, supporting, connecting and otherwise providing good customer service to tenants and prospective tenants. To contribute to the development and implementation of programs and resources that support tenant wellbeing, and tenant voice in the organization.

**Core Competencies:**

**Good judgment-** Applies common sense and good judgment in daily activities and decision

making

**Committed** - Dedicated, reliable and consistent effort towards excellent tenant experience through high-quality day-to-day service, and engagement programming and resources

**Effective communication** - Communicates with other staff, tenants and other stakeholders in a

manner that produces desired results and enhances effective relationships

**Resourceful** - Ability to find quick, creative, and effective solutions to problems in the context of

limited resources and/or challenging situations

**Job Duties & Responsibilities**

Tenant Support

* Act as first and primary point of contact for tenants and liaise internally to resolve any

questions, complaints or concerns

* Identify issues and problem areas in a tenant's ability to comply with leasing/RGI requirements, including primary responsibility for resolving issues of hoarding/excessive clutter
* Support, educate, and connect tenants with resources to address identified issues
* Monitor and review tenant household needs and issues and communicate the information or concerns to Director of Communications & Engagement
* Mediate/resolve disputes with neighbours
* Issuing rent receipts
* Assist with/conducting inspections
* Manage tenant non-compliance resulting in orders from City or Fire Services
* Document tenant-caused damage and refer matters for enforcement where necessary
* Communicate and coordinate with Maintenance staff team to facilitate unit access and repairs in tenant homes

RGI Administration Support

* Acting as first point of contact for tenants during annual income reviews: collecting paperwork from tenants and answering questions
* Acting as liaison between tenants and Circle’s RGI Administration staff (who processes RGI calculations and issues official notices)

Eviction Prevention & Collections Support:

* Proactively work with tenants to maintain their tenancy through regular outreach, follow-up, and liaising relevant supports to tenant
* Coordinate with Circle’s Collections Clerk to support tenants in navigating any notices, hearings, and orders from the Landlord & Tenant Board

Tenant Engagement & Community Development:

* Work with DCE to develop and implement projects and initiatives related to improving the well-being of Circle's tenants, including discounts, and opportunities for employment, through research and outreach with public and private partners
* Assist the DCE with the creation, implementation, and analysis of tenant surveys
* Support with the coordination of tenant events, training and other special projects
* Assist DCE in recording and tracking tenant feedback that is received through various channels

Leasing:

* Manage the end-to-end leasing process including conducting unit showings, processing tenant applications, generating leases and lease signature
* Manage screening of tenants to verify eligibility
* Ensure all related procedures are completed

Tenant Move-in and Orientation:

* Conduct move-in inspections with tenants and ensure proper documentation and filing
* Conduct tenant move-in orientations including a review of key safety features of the unit (mainwater shut-offs, main power shut offs, location of fire alarms and fire extinguisher)
* Educating tenant about basic preventative maintenance issues and their responsibilities as a tenant
* Reviewing the lease, basic RGI reporting requirements, and tenant handbook
* Reviewing and orienting tenants to local resources in the community around food security, life skills, and legal clinics

Tenant Move-out:

* Receiving notices to vacate and executing related policies and procedures
* Conduct move-out inspections in accordance with established policies and procedures, ensuring proper documentation and follow-up for any damage
* Coordinating with other departments to initiate procedures for move-out

Plus other duties as assigned, consistent with the objective of the position.

**Working Conditions:**

This position is hybrid (in-office/remote work/on the road). Operational demands will inform

the frequency of in-office work.

This position requires frequent travel around the City (access to a reliable vehicle is required).

This position requires working with marginalized populations in conditions that sometimes require the proper use of personal safety equipment.

**What You Bring to the Team:**

* Minimum 1 year direct experience in social housing, social services working with low income or unhoused individuals, or property management
* Strong knowledge of community resources to support low-income individuals, individuals with a history of mental health or addictions, and individuals with history of trauma
* Demonstrated cultural competency with ability to communicate clearly with individuals from diverse ethno-cultural backgrounds and levels of abilities
* Excellent verbal and written communication skills
* Strong interview, assessment, analytical and problem-solving skills
* Understanding of the Residential Tenancies Act, the Housing Services Act, Ontario Human Rights Code, and Accessibility for Ontarians with Disabilities Act.

**What will set you apart:**

* Exceptional interpersonal skills: perceptive, sensitive, and sound judgement when speaking with tenants and other stakeholders
* Demonstrated knowledge of client-centered and anti-oppressive frameworks
* Previous property management experience including lease administration, rent collection, and unit turnover management
* Experience with group facilitation and/or stakeholder engagement/consultation
* Knowledge of simplified RGI calculation
* Familiar with Yardi software
* Working knowledge of the Microsoft Office Suite
* Open to direction, accepts feedback, and acts on it
* Demonstrate creativity, originality, and resourcefulness when searching for solutions