



Tenant Services Housing Manager - 12 Month

Posting ID: 2576 - this recruitment is for an existing vacancy

Department: Social Services

Division: Housing Services

Position Type: 12 Month Full Time Contract

Work Hours: Monday to Friday, 35 hours per week: regular schedule is 8:30 am - 4:00 pm onsite/in-person; flexibility of hours may be required.

Work Location: 138 Wyndham, Guelph; the County of Wellington is an employer that provides service onsite.

Vacancies: 1

Application Deadline: 09/25/2026

The following includes some of the principal responsibilities for this role and is intended to provide an overview of the position. The full scope of responsibilities is outlined in the complete job description.

BASIC FUNCTION

This position reports to the Director of Housing and is responsible for overseeing the day-to-day management of Tenant Services delivered through various Social and Affordable Housing programmes. Duties include, but are not limited to, managing staff and their work through various services including property management, rent-geared-to-income calculations, annual reviews, eviction prevention strategies, Landlord and Tenant Board matters as well as guiding the practice of personal safety policies. The position is responsible for developing and managing service delivery and working with internal and external partners to ensure a high-quality service to clients of Housing Services. The Tenant Services Housing Manager implements programme related policies and procedures in accordance with the Housing Services Act, regulations, policies, directives and agreements to foster an environment of positive tenant and community relations in the provision of safe and affordable housing. The Tenant Services Housing Manager is an active member of the Housing Services management team and is responsible for contributing towards the achievement of departmental goals.

PRINCIPAL RESPONSIBILITIES

Under the guidance of the Director of Housing, the Tenant Services Housing Manager has the following duties and responsibilities:

- Provide strategic advice to the Director as well as other managers concerning direct delivery of services provided by the division.
- Assist social services in business continuity, emergency procedures and planning.
- Maintain ongoing proficiency of all and any legislation and service programmes, key performance indicators, targets, budgets, and reports submissions.



- Coordinate and complete service delivery reports and tracking to meet County and Provincial requirements.
- Identify staff training needs to ensure effective practices and implement and facilitate training opportunities.
- Monitor budget on an ongoing basis to ensure budget expenditures remain within allocated budget and report projected variances to Director in a timely manner.
- Identify team/departmental needs and requirements and manage related plans, activities, and service delivery for assigned communities.
- Actively identifies and negotiates support service arrangements with support service providers.
- Directly manage annual rent increase administration for County-owned properties.
- Directly manages the Landlord Tenant Board (LTB) administration of tenant and landlord rights and responsibilities.
- Responsible for guiding eviction prevention strategies to assist in retention of tenants housing.
- Investigate complaints in conjunction with the Property Services Officers, including the gathering of evidence from security systems, Police Service, Fire Department, and other sources.
- Develop, monitor, and evaluate team/departmental processes and workflows to encourage cohesiveness and ensure effective service delivery.
- Coordinate with tenants and tenant groups to resolve problems and deal with emergencies.

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MINIMUM QUALIFICATIONS

- Four-year University Degree in Property Management, Business Administration, Human Services, or related field. Property Management Professional Designation preferred.
- Minimum five years of experience or equivalent in the delivery of social and affordable housing, human services, and government administration.
- Previous experience in a supervisory or management role, preferably in Human Services, is required.
- Experience in human services and related government administration would be an asset.
- In-depth knowledge of the Housing Services Act, Residential Tenancies Act, Ontario Fire Code and other applicable social housing legislation.
- Proven management and leadership skills including the ability to work in a unionized environment.
- Excellent knowledge of local service and community agencies and the services they provide.
- Strong communication, presentation, and problem-solving skills.
- Excellent knowledge of computers, programme specific databases.



- Excellent organizational skills and ability to maintain accurate records and statistics.
- Proven ability to work collaboratively with colleagues, community partners and clients.
- Knowledge and understanding of Ontario's Occupational Health and Safety Act.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle; flexibility of location may be required.

Pay Range: \$109,090.80 - \$127,600.20 (2026 Non-Union Compensation Grid)

Benefits: Extended Health Care, Emergency Travel Assistance, Dental Care; mandatory enrolment, premiums 100% covered.

Pension: As a non-full-time (NFT) employee of an OMERS employer, you are eligible to elect to join the OMERS Pension Plan at any time. Enrollment in OMERS is voluntary.

Medical Responsibility Time: Prorated and accrues at 1 day/month.

Vacation: Accrues to start at three weeks/annum; increases based on length of service.

Parking: Provided; taxable benefit provisions apply.

Mileage: If applicable, as per CRA allowances.

Visit our website at careers.wellington.ca to apply.

The County of Wellington is committed to providing inclusive access and accommodations for disabilities throughout the application and selection process. We are continuously working to improve our systems, policies, and practices to ensure our employees, in all their diversity, can succeed. Should you require accommodation for a disability through the recruitment process, please let us know and we will work with you to meet your needs.

Personal information is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used only to evaluate the suitability of applicants for employment.