

HOUSING ASSISTANT

(Full-time - 37.5 hours/week, Term position to March 31, 2020)

June 2019

PURPOSE AND SUMMARY

Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the **Housing Assistant** serves all IRCOM House Inc. tenants by:

- Supporting and educating tenants
- Coordinating and managing tenant records
- Preparing tenants for next stage housing
- Supporting the Community Resource and IRCOM staff teams

Reporting to the Housing Manager, this role includes the following:

DUTIES AND RESPONSIBILITIES

Tenant Education, Support and Relationship Development (40%)

- Meet with tenant applicants, explain IRCOM House's application process and criteria
- Receive tenancy applications, screen for eligibility, collect relevant information and documentation, enter data and place on eligibility list
- Deal positively with applicants waiting for IRCOM housing
- Assist the House Manager and Building Supervisors with initial housing needs assessment, such as walk-through, orientation, instruction on tenant guidelines, and move-ins
- Educate tenants on tenant rights and responsibilities in Canada through personal discussions as well as workshops
- Assist Community Resource Program (CRP) staff to develop informative and supportive workshops, methods and processes for tenants
- Help tenants understand and comply with IRCOM procedures for pest management, recycling and waste removal, suite preparation, parking lot use, and removal of unwanted furniture
- Distribute IRCOM House notices, correspondence and documents to tenants
- Address problems of noise, cleanliness, suite maintenance, respond to tenant complaints and mediate conflicts in consultation with CRP staff
- Clarify and enforce IRCOM House Rules and guidelines with tenants.

Coordination and Records Management (40%)

- Maintain, update, and ensure confidentiality of all tenant records at 95 Ellen and 215 Isabel including rental calculations, lease, and demographic information
- Gather and compile required Manitoba Housing and Renewal Corporation (MHRC) data
- Prepare and submit MHRC reports according to schedule and guidelines as directed by Housing Manager
- Calculate tenant rental fees based on relevant IRCOM and MHRC policies
- Conduct timely rent reviews annually based on and in line with MHRC and Residential Tenancy Branch (RTB) policies
- Prepare and deliver tenancy related documents with all tenants prior to occupancy as required by the Residential Tenancies Act
- Prepare and complete lease agreements with all tenants prior to occupancy
- Collect and deposit monthly rent cheques and maintain accurate rent collection database
- Collect suite maintenance requests from tenants and staff, coordinate repair schedule with Building Supervisor and documents the repairs.
- Report pest control issues to Housing Manager

Next Stage Housing Preparation (10%)

- Refer tenants to New Journey Housing for additional support after first year at IRCOM
- Liaise with Employment and Income Assistance (EIA) with respect to tenant needs regarding housing
- Coordinate suite exit procedures and schedules with tenants, House and CRP staff
- Schedule group focus sessions for tenants departing housing
- Provide tenancy references as requested

Team and Inter-departmental Support (10%)

- Meet weekly with relevant CRP and After School Program (ASP) staff and provide updates on tenant occupancy/exit dates, tenant concerns and suite maintenance needs
- Issue and maintain regular correspondence on behalf of IRCOM House Inc. with stakeholder agencies
- Participate in team and staff meetings
- Manage parking lot assignments at all IRCOM sites
- Participate in Workplace Health and Safety Committee
- Perform other duties as required by the Housing Manager or designate

REQUIRED QUALIFICATIONS

- High School graduate and/or some post-secondary education
- Experience working with immigrant and refugee families
- Strong knowledge and understanding of the immigrant and refugee experience
- Proficiency working with Microsoft Office, data entry, e-mail and internet usage and records management
- Exceptional verbal communication skills with the ability to effectively explain and model instructions to others
- Demonstrated ability to deal effectively with individuals of varying backgrounds and communication abilities
- Successful experience using problem solving, negotiating and conflict resolution skills in a positive and professional manner
- Highly organized, able to prioritize tasks and complete them with strong attention to detail
- Flexible, adaptive and responsive to changes
- Present a current Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <http://www.ircom.ca/about-us/employmentopportunities/>)

DESIRED QUALIFICATIONS

- Due to current tenant demographics, fluency in one or more of the following languages: Tigrigna, Arabic, Somali
- Certification in CPR, First Aid, and Non-Violent Crisis Intervention (NVCI)
- Experience working for a not-for-profit organization, preferably in settlement sector
- Experience in property management

Wage: \$18.30/hour

Schedule: This is a full-time, 37.5 hour/week, nine (9) month term position with the potential of becoming a permanent position. Work hours are primarily between 9 a.m. to 5 p.m., Monday to Friday, but occasional evenings and weekend hours may also be required for special events and campaigns.

Benefits: Professional development opportunities
Collaborative, family-friendly and supportive working environment

Application Process: All applicants must be legally entitled to work in Canada.

Employment Equity is a factor in selection. Applicants are requested to indicate in their covering letter or résumé if they are from any of the following groups: women, Indigenous people, refugees, immigrants, visible minorities and/or persons with a disability.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

Applications must be submitted by **Monday, June 24, 2019 12 noon p.m. to:**

HR - Selection Committee
95 Ellen Street
Winnipeg, Manitoba R3A 1S8
Email: hr@ircom.ca
Fax: 204-943-4810

We thank all who apply and advise that only those selected for further consideration will be contacted.