

Regional Tenant Relations Officer

Locations: Region 1 and Region 6

Closing Date: February 28, 2023

Position Status: Full Time (37.5 hrs. per week)

THE ORGANIZATION

Métis Capital Housing Corporation (MUHC) was *incorporated in 1982* to provide *affordable, adequate and suitable* housing to low and moderate income Aboriginal families in Alberta. Together with Métis Urban Housing, we currently have 900 units in 14 *urban centres* throughout Alberta. Métis Housing employs over 80 full and part time staff; together we oversee tenant relations and property management needs for thousands of tenants. Unlike any other subsidized property management company in Canada, we cover the entire province of Alberta and are the *largest Section 95 Indigenous housing provider in Canada*. MCHC is an affiliate of the Métis Nation of Alberta.

The Regional Tenant Relations Officer (RTRO) will assist Métis citizens with their housing needs as well as assist with building community strengths and provide tools for success. We believe no one should face difficult times alone. Our housing resource worker will help clients on their journey to a happy, healthy, and stable lifestyle.

For more information about Métis Capital Housing and it's sister organization Métis Urban Housing, visit our website at www.metishousing.ca

THE OPPORTUNITY

As the Regional Tenant Relations Officer with Métis Capital Housing, you will perform a variety of skills to support Métis citizens with life skills such as employment services, early childhood development, addictions supports and personal development. In addition the RTRO will assist citizens with housing programs, and other supports and services offered by Métis Housing.

KEY RESPONSIBILITIES

Working under the supervision of the North Region Housing Manager or the South Region Housing Manager will perform the following job duties, including but not limited to:

- Provide Métis Housing clients with housing programs information and assist with completing application forms and other relevant documents.
- Liaises with community associations, agencies and stakeholders to promote housing programs.
- Participate in community engagements to promote the organization's community profile
- Provide referrals regarding available supports from social service agencies and/or community programs.
- Develop supportive relationships with clients to help them identify their strengths and barriers to stability.
- Assess barriers faced by clients and their families who are facing eviction to determine their needs and develop a workable plan to maintain housing.
- Assist clients in developing a personal budget through budget counselling sessions.
- Assist clients in establishing payment plans for bills and past debts.
- Assist clients to develop an individualized goal and action plan that promotes transition to non-subsidized housing and self-sufficiency.
- Perform quarterly home visits.
- Investigate and respond to concerns brought forward about clients and forward report to the Director of Housing.
- Maintain accurate records, monthly outcome reports and files for each client.

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QUALIFICATIONS

Education

- Bachelor of Social Work or Human Services.
- Minimum of 3 - 5 years related experience and/or equivalent combination of education and relevant work experience.

Professional designation

- Current membership with the Alberta College of Social Work as a Registered Social Worker

Knowledge, skills and abilities

- An understanding and knowledge of public social housing programs and other programs and services offered by the Métis Nation of Alberta.
- Cross cultural sensitivity and awareness.
- Knowledge of the Alberta Residential Tenancy Act.
- Proficiency in the use of computer programs such as MS Office (Word, Excel, PowerPoint), MS Outlook and the internet.
- Proficiency in the use of office equipment such as computers, voice mail, fax, scanner and photo copier.

WORKING CONDITIONS

Works in an office environment, usually a standard work week, some overtime and travel may be required.

WHAT WE HAVE TO OFFER YOU

- The opportunity to work with a non-profit Indigenous organization.
- Helping to make a difference in the lives of Métis citizens.
- A comprehensive benefits plan including: life insurance, disability, health and dental.
- Generous vacation time
- Personal time off days
- Employer matching RRSP
- Personal development
- Competitive compensation

HOW TO APPLY

Applicants should send a resumé and cover letter outlining how they meet the specific requirements of the position by email to: hr@metiscapital.ca or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.