

Regional Tenant Relations Officer—Métis Urban Housing Corporation

Locations: Bonnyville

Positions : 1

Closing Date: Until suitable candidates are found.

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

THE ORGANIZATION

Métis Urban Housing Corporation (MUHC), an affiliate of the Métis Nation of Alberta, was *incorporated in 1982* to provide *subsidized, adequate and suitable* housing to low and moderate income Indigenous families in Alberta. We currently have 507 units in 14 *urban centres* funded by the Federal Government through Alberta Seniors and Housing. MUHC employs over 40 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 offer housing across the province of Alberta and are the *largest Indigenous housing provider in Alberta*.

The Regional Tenant Relations Officer (RTRO) will assist Métis citizens and MUHC clients 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 Regional Tenant Relations Officer will help clients on their journey to a successful, healthy, and stable lifestyle.

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

THE OPPORTUNITY

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

KEY RESPONSIBILITIES

Working under the supervision of the North or South Region Housing Manager, the RTRO 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 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 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.
- Maintain accurate records, monthly outcome reports and files for each client.
- Perform tenant move-ins/move-outs. Collect damage deposits and first month rent. Calculate and process rent changes. Review lease agreement and acquire signature(s).
- Conduct quarterly home visits, share information regarding the policy and procedures. Review bylaw violations. Review tenant damages if applicable.
- Ensure PTM database accuracy and completeness for tenant profile.
- Investigate and respond to complaints made by or about tenants and take corrective action as reviewed and required by the North or South Region Housing Manager.
- Deal with tenant concerns and requests on timely basis to ensure tenant satisfaction.

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QUALIFICATIONS

Education

- Bachelor of Social Work or Human Services.
- Minimum of 3 - 5 years related experience 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 is an asset.

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 and other Indigenous peoples .
- 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.