**JOB DESCRIPTION: TENANT RELATIONS COORDINATOR**

Reporting to the Manager of Programs and Donor Relations, the Tenant Relations Coordinator supports Tikva Housing Society’s administration team in building and maintaining positive relationships with Tikva Rent Subsidy Program recipients and Tikva’s tenants. The TRC is responsible for assessing and determining eligibility for Rent Subsidy and rental housing applicants, assisting Tikva‘s tenants to maintain stable tenancies, and building a sense of community in each housing development.

**Specific Duties:**

Rent Subsidy Program (RSP)

* Maintain a record of all RSP recipients and maintain a review alert system
* Interview prospective RSP recipients with a board member, determine eligibility and level of funding, complete all necessary paperwork
* Administer agreements for RS recipients
* Issue vouchers for payments to RS recipient landlords
* Support Rent Subsidy recipients in communicating with their landlords
* Provide referrals to appropriate services or resources such as medical, mental health, alcohol and drug treatment, life skills training, social assistance, schools, etc.
* Prepare RSP reports to Tikva’s Board of Directors
* Provide data to the Manager of Programs and Donor Relations for the annual RSP report to donors
* Ensure RSP expenditures comply with the annual budget

Tenancy & Property Management

* Review applications and ensure eligibility of applicants as units become available
* Assist with the rent-up of new THS rental housing developments
* Conduct tenant orientations for new developments and support move-ins for new tenants
* Provide direct and ongoing tenancy skill training in the roles, rights and responsibilities of tenants and landlords
* Establish relationships with tenants
* Provide referrals to appropriate services or resources such as medical, mental health, alcohol and drug treatment, life skills training, social assistance, schools, etc.
* Organize activities in partnerships with other Jewish agencies that include skills-building, community building, and social connections outcomes
* Initiate and support tenant community building activities, community celebrations and events
* Act as liaison between tenants and property managers

Administration

* Provide data on tenants and rent subsidy recipients to Manager of Programs and Donor Relations and Director of Operations and Housing Development as requested from time to time
* Perform other duties as required

**Qualifications**

* A strong understanding of poverty and experience working directly with people on a limited income
* Familiarity with the Residential Tenancy Act
* Familiarity with government and community resources
* Excellent listening skills
* Ability to work independently as well as collaboratively as part of a team
* Excellent organizational, interpersonal, written, and oral communication skills
* Ability to prepare written reports, as requested
* Experience communicating with landlords, government and community agencies is an asset
* Russian language is an asset

**General Competency Requirements**

* Demonstrates exceptional commitment to delivering the highest levels of service to tenants and rent subsidy recipients
* Communicates and interacts with a variety of individuals in a professional and sensitive manner, while maintaining the highest levels of confidentiality
* Promotes cooperation, collaboration and partnerships between all parties involved
* Applies independent judgement and identifies and resolves problems in a timely manner. Is able to work independently within the parameters of the role
* Identifies and obtains the resources required to achieve goals, including the ability to accurately identify resource requirements
* Flexible Hours: Although the working hours are generally 9-5, the candidate has the flexibility to work evenings and/or weekends if required