

## HOUSING ASSISTANT

Permanent, Full-time position – 37.5 hours/week

### WHAT IRCOM OFFERS:

- A warm, fun and supportive work community
- An incredibly diverse workplace that is committed to staff wellness and inclusion
- A staff team passionate, committed and unified in supporting the settlement of newcomer families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization with a comprehensive benefits package
- A place where you can make a difference and feel the rewards of your work on a daily basis

### CANDIDATE PROFILE: The Housing Assistant

- Is a people person with effective intercultural skills,
- Is a positive, solution-oriented approach to challenges
- Has strong verbal and written abilities in English
- Balances initiative with effective responses to service needs
- Is able to manage interruptions and still complete detailed tasks accurately and on-time
- Enjoys working in a diverse and collaborative team environment
- Is committed to working with newcomer families as they experience Canada for the first time and transition into longer term housing options
- Exhibits and upholds IRCOM's core values of integration, diversity, advocacy and empowerment
- Works in a way that is people-centered, holistic and partnership based.

**POSITION 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:

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

With the support and supervision of the Facilities and Tenancy Services Manager, this position has the following:

### DUTIES AND RESPONSIBILITIES

#### Tenant Selection, Education, Support and Relationship Development (40%)

- Meet with tenant applicants, explain IRCOM House's application process and criteria
- Recruit for and receive tenancy applications, screen for eligibility, collect relevant information and documentation, enter data and place on eligibility list
- Liaise with Accueil Francophone and other organizations and individuals regarding housing availability
- Deal positively with applicants waiting for IRCOM housing
- Manage eligibility list and select new tenants based on selection criteria
- Assist the Facilities 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
- Create and distribute IRCOM House notices, correspondence and documents to tenants
- Address problems of noise, cleanliness, suite maintenance, and security

- Respond to tenant complaints, make referrals to appropriate resources and mediate conflicts in consultation with CRP staff
- Develop effective communication and relationships with all tenants
- Clarify and enforce IRCOM House Rules and guidelines with tenants
- Lead eviction procedures in consultation with Residential Tenancy Branch and Facilities & Tenancy Services Manager

#### **Service Coordination and Records Management (40%)**

- Maintain, update, and ensure confidentiality of all tenant records at 95 Ellen and 215 Isabel including rental calculations, leases, 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 Facilities Manager
- Ensure tenancy related procedures are in accordance with Residential Tenancies Act and MHRC Policies
- Ensure tenant database is up-to-date and confidential information is secure. Calculate tenant rental fees based on relevant IRCOM and MHRC policies
- Conduct timely rent reviews annually based according to MHRC and Residential Tenancy Branch (RTB) policies
- Prepare and deliver tenancy related documents to all tenants prior to occupancy as required by the Residential Tenancies Act
- Prepare and complete lease agreements with all tenants prior to occupancy
- Collect monthly rent cheques and maintain accurate rent collection database
- Collect suite maintenance requests from tenants and staff, coordinate repair schedule with Building Supervisor and document completed repairs
- Coordinate and support monthly pest control work by IPMG in consultation with affected staff program area(s)
- Gather and prepare program information for Annual Report, funders or as requested
- Use of CARMIS (data management system)
- Manage tenant and staff key inventory

#### **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, Facilities and CRP staff
- Schedule group focus sessions for tenants departing housing
- Provide tenancy references as requested

#### **Team and Inter-departmental Support (10%)**

- Meet regularly with relevant CRP, Facilities 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, events and training
- Manage parking lot assignments at all IRCOM sites
- Participate in inter-departmental committee as directed
- Perform other duties as required by the Housing Manager or designate

#### **REQUIRED QUALIFICATIONS**

- 2 year's property management experience or equivalent
- 1 year experience working with immigrant and refugee families
- Knowledge of Residential Tenancies Act and MHRC housing policies
- Strong knowledge and understanding of the immigrant and refugee experience
- Technical proficiency working with Microsoft Office, data entry, e-mail and internet usage
- Accurate cash handling and records management skills
- Exceptional verbal communication skills with the ability to effectively explain and model instructions to others
- Strong written skills as demonstrated in official correspondence, simple language posters and report writing
- Demonstrated ability to deal effectively with individuals of varying backgrounds and communication abilities

- Successful experience using problem solving, negotiating and conflict resolution/de-escalation skills in a positive and professional manner
- Demonstrated conflict de-escalation and resolution skills
- 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 clear Child Abuse Registry Check upon hire
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <http://www.ircom.ca/about-us/work-here>)

## DESIRED QUALIFICATIONS

- Due to current tenant demographics, fluency in one or more of the following languages: Arabic, Somali, Swahili, French
- Post-secondary education in community development or related discipline
- Certification in CPR, First Aid, and Non-Violent Crisis Intervention (NVCi)
- Experience working for a not-for-profit organization, preferably in settlement sector

**SCHEDULE:** This is a full-time, 37.5 hour/week that will be based at either 215 Isabel Street or 95 Ellen Street. 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.

**WAGE:** \$20.25/hour

This is a scheduled position with wage in accordance with the Collective Agreement between the Immigrant and Refugee Community Organization of Manitoba Inc. and the United Food and Commercial Workers Local 832.

**BENEFITS:** Group insurance (life, LTD, AD&D, dental & extended health)  
 Professional development opportunities  
 Collaborative, family-friendly and supportive working environment  
 Paid sick and discretionary time  
 Employer paid RRSP contribution (begins after 1<sup>st</sup> year)

**APPLICATION INFORMATION AND PROCESS:** All applicants must be legally entitled to work in Canada.

IRCOM as an organization seeks to reflect the community members it serves. We are committed to providing an inclusive, accessible environment, where all employees, volunteers, tenants and program participants feel valued, respected, safe and supported. IRCOM strives for employment equity. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, visible minorities, and/or persons with a disability. We are dedicated to building a workforce that reflects the diversity of the communities we serve, and to creating an environment where every employee has the opportunity to reach their potential.

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.

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

**Review of applications will begin on Wednesday, April 10 and will continue until the position has been filled**

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.