

HOUSING ASSISTANT

Permanent, Full-time position – 37.5 hours/week

Wage: \$21.59/hour

WHAT IRCOM OFFERS:

- A warm, fun, and supportive work community
- An incredibly diverse workplace committed to staff wellness and inclusion
- A team passionate about supporting newcomer families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization with a comprehensive benefits package
- Opportunities for professional growth and development
- Meaningful work that makes a difference every day

Candidate Profile

The successful candidate:

- Is a people-person, who genuinely enjoys working directly with newcomer individuals and families
- Consistently approaches people with empathy, respect, cultural humility, and professionalism
- Uses a trauma-informed, strengths-based, non-judgemental and solution-focused approach
- Exceptionally good at communicating with people from diverse cultures, lower literacy levels and who may have little to no English upon move-in
- Handles conflict calmly and respectfully
- Balances compassion with accountability and professional boundaries
- Is extremely organized and detail-oriented: great at documentation and data entry
- Thrives in an extremely busy environment and is very flexible and adaptable
- Works collaboratively and upholds IRCOM's values of integration, diversity, advocacy, and empowerment

POSITION PURPOSE AND SUMMARY:

Guided by IRCOM's vision, mission, and values, the Housing Assistant supports newcomer families to establish successful tenancy at IRCOM, and prepares tenants for future housing opportunities. This role is highly relational and combines tenant support, education, and relationship-building as well as tenancy administration, to support housing stability and successful tenancies. The Housing Assistant reports to the Tenancies Manager and is primarily assigned to either IRCOM House Isabel or IRCOM House Ellen.

DUTIES AND RESPONSIBILITIES

Tenant Support, Education, and Relationship Development

- Build positive, trusting relationships with tenants and their families.
- Conduct applicant intake and eligibility screening, participate in tenant selection, and coordinate lease signing, move-ins, and orientations.
- Provide effective tenancy education and help tenants understand their rights, responsibilities, and housing expectations.
- Respond to tenant concerns and conflicts through problem-solving, mediation, and referrals.

- Support tenants in maintaining successful tenancies and connect them with IRCOM programs and community resources.
- Document tenancy concerns and support follow-up on complex issues.
- Enter occupied suites and participate in suite inspections when required, following appropriate notice and respectful tenancy practices.

Tenancy Administration and Records

- Maintain accurate and confidential tenant records and databases.
- Administer applications, leases, rent calculations, rent reviews, and tenant communications.
- Ensure compliance with IRCOM policies, Manitoba Housing requirements, and the Residential Tenancies Act.
- Collect rent payments and maintain accurate records.
- Coordinate maintenance requests, pest control, keys, parking, and related administration.
- Compile data, prepare reports and documentation.

Supporting Transitions to Next-Stage Housing

- Connect tenants with Community Resource Program staff, New Journey Housing, and other appropriate resources, and coordinate the tenancy-related aspects of move-outs and housing transitions.

Team and Organizational Responsibilities

- Collaborate closely with colleagues across IRCOM and participate in organizational meetings, training, and events.
- Maintain familiarity with both IRCOM housing sites and provide occasional coverage at the other location when needed.
- Perform other related duties as assigned

REQUIRED QUALIFICATIONS

- Relevant education or experience in supportive housing, property management, settlement services, social services, community development, or a related field. Equivalent combinations of education, employment, volunteer, and lived experience will be considered.
- Exceptional interpersonal, communication, conflict resolution, and relationship-building skills.
- Ability to work effectively with people from diverse cultural and socioeconomic backgrounds.
- Understanding of trauma-informed and culturally responsive practice.
- Strong organizational skills, attention to detail, and ability to manage competing priorities.
- Proficiency with Microsoft Office and other workplace technology.
- Ability to maintain confidentiality, exercise sound judgment, and work independently and collaboratively.
- Satisfactory Criminal Record Check and clear Child Abuse Registry Check.

DESIRED QUALIFICATIONS

- Lived experience as a newcomer or refugee
- Fluency in one or more languages commonly spoken by IRCOM tenants.
- Experience working with immigrant and refugee individuals and families.
- Experience in supportive or transitional housing.
- Knowledge of the Residential Tenancies Act and Manitoba Housing policies.
- Experience in the non-profit, community, or settlement sector.
- First Aid, CPR, and crisis intervention/de-escalation training.

IRCOM recognizes the value of both professional expertise and lived experience. We encourage applications from individuals who reflect the communities we serve, including newcomers, refugees, Indigenous peoples, racialized people, persons with disabilities, and members of 2SLGBTQI+ communities.

SCHEDULE

This full-time position (37.5 hours/week) is based at either 215 Isabel Street or 95 Ellen Street. Regular hours are Monday to Friday, 9:00 a.m. to 5:00 p.m., with occasional evening or weekend work required.

This is a scheduled position with wage and conditions in accordance with the Collective Agreement between IRCOM and UFCW Local 832.

BENEFITS

- Group insurance (life, LTD, AD&D, dental, and extended health)
- Professional development opportunities
- Collaborative, family-friendly, and supportive work environment
- Paid sick and discretionary time
- Employer-paid RRSP contributions (after one year)

APPLICATION INFORMATION AND PROCESS

Applicants must be legally entitled to work in Canada.

IRCOM is committed to equity, diversity, and inclusion, and strives to reflect the communities it serves. Applicants are welcome to self-identify as members of under-represented groups.

HOW TO APPLY

Please submit a cover letter and résumé to **varinas@ircom.ca** and clearly indicate how you meet the qualifications.

Review of applications will begin on September 25, 2026, and continue until the position is filled.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

If you require accommodation at any stage of the hiring process, please contact **hr@ircom.ca** and we will work with you to meet your needs.