



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:  
Toll Free Phone: (866) 225-9067  
Toll Free Fax: (877) 825-7564  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

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## Tenant Resolutions Officer

<b>Job ID</b>	<b>07-BA-96-27-C3-98</b>		
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=07-BA-96-27-C3-98">https://careers.indigenous.link/viewjob?jobname=07-BA-96-27-C3-98</a>		
<b>Company</b>	Toronto Community Housing Corporation		
<b>Location</b>	Toronto, Ontario		
<b>Date Posted</b>	From: 2019-11-08	To: 2019-11-17	
<b>Job</b>	Type: Full-time	Category: Miscellaneous	
<b>Job Salary</b>	\$120,160.75 - \$180,236.00 (Hiring Range: \$120,160.75 - \$150,193.25)		
<b>Languages</b>	--		

### Description

Important Note: Interested applicants are encouraged to apply to this opportunity from the careers section on the Toronto Community Housing website: [www.torontohousing.ca](http://www.torontohousing.ca).

About Toronto Community Housing Corporation

Toronto Community Housing Corporation (TCHC) is the largest social housing provider in Canada and the second largest in North America. We are wholly owned by the City of Toronto and operate in a non-profit manner. TCHC has 2,100 buildings in more than 100 city neighbourhoods. We are an essential part of the City of Toronto's fabric and social system.

TCHC provides homes to nearly 60,000 low and moderate-income households. Our 110,000 tenants come from many different backgrounds with a diversity in age, education, language, mental and physical ability, religion, ethnicity and race. Our nearly 2,000 employees work to achieve our vision of quality homes in vibrant communities where people are proud to live and work.

We are committed to providing equal opportunity to all employees and strive to create a diverse workplace that reflects the cultural mosaic of our great city and the communities we serve. We recognize the value that comes from different viewpoints, unique experiences and diverse perspectives of our employees, who bring fresh, new ideas to our business. Diversity plays a key role in our ability to deliver on our mission to provide clean, safe, well-maintained, affordable homes for tenants.

Make a difference

The Tenant Resolutions Officer (TRO), in partnership with the General Manager and Assistant General Manager, is responsible for providing support to front line teams in each of the four service pillars (cleaning, maintenance, tenancy management and community safety and support). This role will deal with complex and exceptional issue escalation that impact both individual tenants and communities as a whole.

What you'll do

- Report to the Chief Operating Officer (COO)

- Respond and resolve complex tenant and community concerns

- Identify gaps in programs and oversee the development and delivery of programs, systems and procedures to address these gaps

- Collaborate closely with various TCHC stakeholders, external agencies, and partners to resolve complex and unique social tenancy management and community issues that face TCHC Tenants

- Advocate for tenant-centric outcomes by guiding and directing the service delivery of tenant files within an established legislative and policy framework

- Create a positive and productive working environment to support a diverse team and promote a culture of tenant centric customer excellence

What you'll need

- University Degree/college diploma in Social Work, Business, Public Policy or Social Sciences or an appropriate combination of experience and education

- Public sector experience is preferable

- Knowledge of social housing legislation and guidelines and social housing services

- At least seven years of experience and knowledge of case management, challenges of working with vulnerable populations; and principles and practices related to tenancy management.

- Ability to think strategically and develop creative solutions for challenges facing the organization and public sector industry.

- Ability to deal with conflict and understand different perspectives to reach a resolution

- Ability to communicate effectively with stakeholders and build relationships

- Work collaboratively with others to guide a diverse team in an inclusive environment

- Ability to deal with conflict and understand different perspectives to reach a resolution

What's next

Once you apply, we'll review your resume and contact you if we believe your skills and experience will make you successful in the role. If you are selected to move forward, the process may include an interview, written/practical test, and reference check.

**IMPORTANT NOTE:** First round interviews are scheduled for November 25 to 29 and second round interviews are scheduled for December 2 to 6, 2019. Candidates who are selected for these interviews must be available during these dates otherwise they will no longer be considered for this opportunity.

Benefits/work perks

In addition to a competitive salary and a rewarding career where you can truly make a difference, we offer a comprehensive benefits package that meets the various needs of our diverse employees, including:

- Three weeks paid vacation and two personal days

â€¢ Defined Benefit Pension Plan

â€¢ Health and Dental Benefits including Healthcare Spending Account

â€¢ Employee Assistance Plan

â€¢ Maternity and Parental Leave Top Up

â€¢ Fitness Membership discount

â€¢ Annual Tuition Reimbursement

**Other**

**Accessibility for Applicants**

Toronto Community Housing is committed to equity in employment. Our goal is a diverse, inclusive, and barrier-free workplace that reflects the communities we serve.

We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process in accordance with the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act, 2005, and Toronto Community Housing's Accessibility Policy.

If you are a person with a disability and need the job posting in an alternative format or any other accessible accommodations during the hiring process, please email your request to our Human Resources department at [accessibility.hr@torontohousing.ca](mailto:accessibility.hr@torontohousing.ca) or call our accessible accommodations line at 416-981-4119. Please refer to the job requisition number when you contact us.

**How to Apply**

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