



## North End Community Renewal Corporation

The North End Community Renewal Corporation (NECRC) is a local not-for-profit organization committed to the social, economic, and cultural renewal of the North End of Winnipeg.

NECRC has increased responsiveness to Indigenous peoples by promoting a workforce representing the North End community that we serve. We are committed to maximizing the diversity of our team and want to involve all those who can contribute to our inclusive culture. We encourage applications from North End residents, Indigenous persons, those with lived experience and members of equity-seeking groups to self-declare in their application. NECRC is committed to equity and inclusion.

<b>Job Title</b>	Tenant Landlord Cooperation (TLC) Advocate
<b>Incumbent</b>	
<b>Department</b>	<input type="checkbox"/> Administration <input checked="" type="checkbox"/> Housing <input type="checkbox"/> Community Development <input type="checkbox"/> Economic Development <input type="checkbox"/> Other:
<b>Location</b>	509 Selkirk Avenue, Winnipeg, MB
<b>FTE/Wage</b>	1.0 FTE
<b>Work Hours</b>	Full time 37.5 hours per week, evenings and weekends as required
<b>Reports to</b>	Housing Manager

### Position Summary:

The roles and responsibilities of the Tenant Landlord Cooperation (TLC) Advocate is to support and advocate for marginalized tenants facing housing instability. To increase awareness of rights and responsibilities on the part of both landlords and tenants with regards to rental housing; refer and connect tenants and landlords to other resources and supports as needed. Support the improvement and maintenance and prevent further deterioration to the quality of rental properties; to foster increased capacity of tenants, landlords, community organizations and government agencies to address barriers in rental housing stability. To improve homelessness outcomes through the application of holistic grass roots client-based direct advocacy.

### General Expectations:

- Collaborates with other staff to ensure optimum alignment of duties and team support.
- Participates in program meetings and relevant trainings as required.
- Establishes and maintains a favorable public image and promote positive relationships by representing NECRC within the local community and by collaborating with area partner agencies.
- Leads or attends meetings related to duties and responsibilities, whether internal or external, and participate actively.
- Coordinating or assisting with events that support our programs and organization
- Empowers clients to building their strengths to develop skills needed their future
- Other duties as assigned or needed

### Core Competencies:

- Ability to apply a high degree of discretion in establishing supportive, trusting relationships with clients
- Ability to work effectively across organizational departments and in a team and partnership context
- Demonstrated ability to build relationships with internal and external clients
- Demonstrated skills in crisis intervention, mediation, and conflict resolution
- Demonstrated ability to assist groups to develop and co-ordinate community activities and programs
- Demonstrated ability to build and maintain professional, confidential relationships with multi-barrier individuals
- Knowledge and awareness of Cultural Diversity
- Knowledge of current social issues such as poverty, homelessness, mental illness, addictions, domestic violence, child protection, et cetera
- Knowledge of community resources and methods of access
- Excellent oral and written communication skills
- Strong analytical and critical thinking skills
- Strong time management skills
- Proficiency in computer skills and software such as Microsoft Office and other systems



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### TASKS AND RESPONSIBILITIES

#### KNOWLEDGE AND EXPERIENCE:

- Related post-secondary education or equivalent Community Development experience an asset
- Knowledge of community resources for people experiencing income or housing challenges
- Knowledge of community resources for people experiencing poverty
- Demonstrated ability to create effective referral processes with partners in the community
- Familiar with North End communities, prominent housing issues and marginalized communities
- Familiar with information of the Residential Tenancies Act (RTA) and Branch (RTB)
- Understanding of business and service processes associated with non-profit organizations
- Understanding of a trauma informed approach to both participants and staff always required
- Must have access to own transportation
- Must be an initiative-taker who is highly organized, able to prioritize and is highly flexible/adaptive

#### SKILLS AND EXPECTATIONS:

- Adept Communicator: Ability to prepare written reports, emails and develop other professional communication materials in a timely, concise, and accurate manner
- Collaborative: develop constructive, productive, and sustainable relationships with colleagues, collaborators/associates, community partners, and government representatives. Skilled in emotional intelligence and empathize with colleagues and stakeholders. Ability to engage stakeholders with diverse and at times competing interests to work towards a common agenda
- Goal-oriented and task-driven: thrive in an independent work environment, can deliver on targets, and have strong organizational skills
- Attentive: Calm and focused; you provide responsive, strategic, and high quality advice to your colleagues, can review, and assess information objectively, and seek support and outside advice yourself as needed. have an ability to teach and coach others – as well as problem-solve in a non-threatening, supportive, reflective, and professional manner

#### PROCESSES AND PROCEDURES:

- Ensure records accurately and appropriately maintained
- Communicate with landlords, tenants, and partners
- Conduct rental inspections on request and in conjunction with client advocacy and grant programs

#### CASE MANAGEMENT:

- Refer and connect clients to additional supports
- Provide direct client advocacy
- Provide conflict resolution/mediation to tenants/landlords in low and high conflict disputes
- Follow up and close client files regularly. Identify any additional supports required

#### COORDINATE AND DOCUMENT RESOURCE INFORMATION:

- Identify opportunities to promote and educate clients, staff, community members and staff of available resources and information
- Document and share resources and information to improve case management practices
- Develop and maintain partnerships for referrals and resource additional support connections for staff and clients
- Data entry into Access and HIFIS systems

To apply, please send resume and cover letter detailing the relevant experience and/or training that will make you a good candidate for the position to Simone Beudet, HR Manager at [simone@necrc.org](mailto:simone@necrc.org) by Tuesday, November 8, 2022

**Resumes without a cover letter, will not be considered.**

**Thank you in advance for your application, only applicants being considered for the position, will be contacted.**