#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Community Housing Associate

**Job Number:** A-470 | VIP: 1914

**Band:** OPSEU-5

**Department:** Student Housing

**Supervisor Title:** Assistant Director, Facilities & Operations

**Last Reviewed:**  July 10, 2023

#### **Job Purpose:**

The Community Housing Associate is responsible for the off-campus housing services, resources, and support offered to Trent University students at the Durham campus. The incumbent is responsible for providing personal assistance to students seeking off-campus housing accommodations including the coordination of all resources, presentations, and programs to support students in their search for and maintaining off-campus housing. The incumbent provides free confidential housing-related mediation services for students living off campus. The incumbent plays a key role in coordinating with various university stakeholders, landlords, and local municipalities in collaborative efforts to support students in finding off-campus housing.

#### Key Activities:

##### Off-Campus Housing Services

* Under the general direction of the Assistant Director and working closely with the Community Housing Coordinator to develop, implement, and evaluate off-campus housing services and resources.
* Work collaboratively with student associations, Trent International, First People’s House of Learning, Student Affairs, TDSA, Office of Graduate Studies, local municipalities, and others to deliver services and support.
* Partner with campus and external partners to create off-campus housing services and resources to support members of equity-deserving groups in seeking accommodations.
* Create comprehensive off-campus housing resources including digital resources, websites, webinars, and in-person off-campus housing fairs and presentations.
* Develop and maintain the off-campus housing website, social media, and email accounts.
* Working with the University’s contract with Places4Students listing service and identifying and acting on areas for improvement.
* Develop educational programs to inform students about their rights and responsibilities as tenants under the Residential Tenancies Act and how to find safe and affordable housing.
* Develop and maintain relationships with other Ontario institutions to assist with service and resource development.
* Provide one on one emergency housing support to students.
* Assist in the administration of the Student Housing Emergency Fund. Work with the committee to review applications, process funds and manage the budget, reporting as required.

##### Student & Landlord Support

* Develop and present off-campus housing seminars to students seeking accommodations.
* Coordinate all responses to inquiries from students and landlords.
* Provide individualized support to students seeking off-campus housing.
* Provide roommate/landlord mediation services and referrals to community services where appropriate.
* Coordinate online educational initiatives to support students in finding safe housing.
* Support and work collaboratively with local landlords to support students.
* Provide annual support to any students on the residence waitlist should a waitlist be required each year for Trent University Housing Services
* Attend city events and housing-related committees to establish relationships with area landlords, developers, municipal staff, external community partners, and real estate agents.
* Identify changing local factors and communicate trends and action plans to the Assistant Director; this includes analysis of data and drafting reports.

##### Other

* Serve as a contributing member of the Student Housing & Residence Life department on collaborative work, meetings, project teams, and initiatives.
* Uphold the Residence agreement and related University policies to ensure the safety and enjoyment of the residence community.
* Work proactively to gather, share, and disseminate information to students/occupants, staff, campus partners, and stakeholders.
* Research best practices, participate in professional associations/organizations and engage with institutional partners.
* Work with the Financial Officer to monitor expenses and make budget submission recommendations.
* Maintain and regularly update the procedures library and make recommendations to the Assistant Director with regards to suggested revisions or changes.
* Engage in program and service evaluation analyzing data to make evidence-based decisions to improve services.
* Lead special projects and initiatives as assigned by the Assistant Director, or other members of the Housing Leadership Team.
* Be knowledgeable of emergency response procedures and implement them as required.
* Some evening and weekend work is required. For example, responding to a student housing emergent issue.
* Other duties as assigned.

#### Education Required:

* General Degree (3 year).

#### Experience/Qualifications Required:

* Two (2) years of experience related to the delivery of housing education or services required. Experience with off-campus housing services is preferred.
* Excellent knowledge of the Residential Tenancies Act is required.
* Knowledge and experience with writing techniques to communicate effectively with a variety of audiences. Excellent English writing skills and attention to detail. Familiarity with AODA and accessibility standards.
* Excellent organizational and planning skills to manage multiple projects and shifting.
* Excellent interpersonal skills and written/spoken communication skills, tact, and patience.
* High degree of enthusiasm, and customer service orientation.
* Superior skills working with Microsoft Access, Excel, Publisher, PowerPoint, Word and other design platforms for educational materials.
* Strong understanding of student and/or residence life in a university environment.
* Understanding of Freedom of Information and Protection of Privacy Act and implementation.
* High degree of accuracy, and efficiency skills; patience with auditing and repeated review of details.
* Good communication skills; experience in customer service and dealing with difficult customers.
* Demonstrated ability to work independently and as part of a team.
* Ability and willingness to do public presentations.
* Experience working with international students is considered an asset.
* On-call required outside of normal working hours as needed during peak times.

**Job Evaluation Factors:**

##### Analytical Reasoning

The incumbent’s work is guided by broad expectations, guidelines, and professional standards (e.g., housing and town and gown association standards). The incumbent is expected to analyze the rental markets in Peterborough and Oshawa and adapt programs and services as required.

##### Decision Making

The incumbent is responsible for decisions relating to the programs and services provided to students searching for off-campus housing. This includes directing requirements for agreements with vendors, commitments to partnerships with campus and external partners, and initiating support for emergency housing for students. Decisions are standardized but somewhat varied and adaptation is required. Decisions require planning and developing procedures within a defined set of expectations as set by the Assistant Director.

##### Impact

The consequence of decision-making will impact student access and availability to information and resources to support students seeking off-campus housing. Errors in assessment of the municipal rental market may result in services and supports that do not meet student needs, and may impact the institution’s ability to retain students resulting from lack of housing and support. Errors are normally detected before they can cause serious disruption, however, the impact is likely to extend to some other departments (e.g., Trent International, FPHL, Recruitment/Admissions), and may have a moderate effect on students.

##### Responsibility for the Work of Others

Responsibility for the work of others is not a job requirement.

##### Communication

Ongoing communication with students, supporters, municipal staff, campus partners, and associations is required to discuss program needs to develop programs and services, mediate roommate/landlord issues, etc. requires the ability to use judgment in discussing problems, presenting information, and making recommendations. Responsibilities with communication with external contacts require discretion and the handling of confidential or sensitive information.

##### Motor/ Sensory Skills

The incumbent is required to have an intermediate level of precision in motor or sensory skills. Job duties including data analysis, report writing, and appropriately assessing student needs, are required to have some level of fine motor and sensory skills.

##### Effort

The moderate effort involved in job duties includes regular mental demands in the analysis of data, writing reports, and analysis of student’s immediate and longer-term needs. The incumbent should expect some interruptions in day-to-day work to respond to issues relating to student emergency housing needs.

##### Working Conditions

The incumbent works in an office setting and handles some emotionally challenging situations where students are experiencing difficulty. Some evening and weekend work to attend meetings and events is required. Seasonal on-call is required as needed.