#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Community Housing Coordinator

**Job Number:** A-424 | VIP: 1686

**Band:** OPSEU-8

**Department:** Student Housing

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

**Last Reviewed:**  August 2, 2023

#### **Job Purpose:**

Under the general direction of the Assistant Director, Facilities & Operations, the Community Housing Coordinator is responsible for supporting students to locate and maintain safe, secure housing in Trent’s campus communities. The incumbent plays a lead role shaping the community housing student services and supports that are educationally purposeful; delivering initiatives aimed at transitioning on-campus students to off-campus living; and implementing a service delivery approach in the areas of mediation that meets the assessed student and neighborhood needs. The Coordinator will work with campus partners to foster strong University-City-neighborhood engagement by advancing integrated housing partnerships.

#### Key Activities:

**Community Housing Services & Student Learning**

* Under the general direction of the Assistant Director, work closely with Student Housing colleagues to deliver integrated housing services, support and resources to students living in Trent’s campus communities.
* Liaise with students, parents, and agents regarding the rental housing market in neighborhoods surrounding Trent University. Create resources and content to disseminate informational materials for students, parents, landlords, College staff and community stakeholders. Provide appropriate referrals to community agencies as appropriate.
* Work with campus and external partners to create off campus housing services and resources to support members of equity deserving groups.
* Coordinate the University’s contract with Places4Students listing service and identify and act on areas for improvement.
* Oversee the delivery of programs, activities, and services implemented by student staff as part of the community housing learning model, for example, deliver the Rent Smart certification program.
* Collaborate with campus partners to develop outcomes-based programs/initiatives to maintain safe and secure housing. Partnerships include, but are not limited to, student associations, Trent International, First People’s House of Learning, Colleges, Office of Graduate Studies, local municipalities, local post-secondary institutions, and others to deliver services and learning opportunities.
* Develop educational programs, including small and large group workshops/presentations, to teach students on their rights and responsibilities as tenants under the Residential Tenancies Act and how to find safe and affordable housing.
* Recruit, hire, train, and supervise Community Housing part-time staff and student workers.
  + Responsible for staff training including orientation of new staff, communicating expectations, and providing work instruction.
  + Conducts regular staff meetings to disseminate information, discuss any concerns (staff or management), advise of upcoming changes.
  + Direct and monitor the completion of work quality to provide feedback.

**Student Advising & Support**

* Collaborate with campus partners to develop an integrated approach to support students living in the community that are at-risk as it relates to finding and securing housing. Act as a referral point
* Act as an advisor for students and landlords seeking support in accordance with the Residential Tenancies Act (RTA), Human Rights Commission, and municipal by-laws to support positive landlord-tenant relations and student success.
* Counsel students with housing-related concerns and make appropriate referrals to campus resources.
* Respond to escalated student inquiries and concerns directly through one-on-one meetings and indirectly as a supervisor in consultation with campus partners.
* Assess and evaluate landlord and student complaints; facilitate mediation processes.
* Employ a case management approach to provide wrap-around support for students. Act to coordinate campus services to meet the needs of students at-risk, whether in residence or living off-campus. Highlight potential issues to the Assistant Director when students are at high risk.
* Meet with students to support and triage crises and refer to appropriate certified professionals.
* Respond to student housing issues as a first point of contact to assess situations and initiate appropriate procedures or protocols. In cases where a student’s housing is not secure this may include supporting the search for alternative options. Coordinate response and actions across the Student Housing department.
* Coordinate the administration of the Student Housing Emergency Fund. Work with the committee to review applications, process funds and manage the budget, reporting as required.
* Ensure timely, accurate, and comprehensive documentation of student contact, agreements, outcomes, and plans in the StarRez database.

**Collaborative Initiatives**

* Work collaboratively with campus partners and community stakeholders to implement initiatives to address and educate students regarding tenant safety, tenant rights, problematic student behaviour off-campus, as well as supporting students in making educated decision about activates off-campus (i.e., New Canadian Centre, Durham Settlement Agency, homeless shelters).
* Initiate, develop, expand, and maintain productive relationships with external community stakeholders (i.e., neighborhood groups, City representatives and staff, City departments, Police, Fire) to further expand healthy and reciprocal University-City-neighborhood relations.
* Responds to neighborhood residents/groups and City representative inquiries and complaints arising from the activities of students in the off-campus community.
* Attend events and housing related committees to establish relationships with area landlords, developers, municipal staff, external community partners and real estate agents.
* Informs the university of the concerns and issues of external community stakeholders through the preparation of reports and active participation in relevant community groups and agencies.
* Identify changing local factors and communicate trends and action plans to the Assistant Director; this includes analysis of data and drafting reports.

##### Team Lead

* Provides operational leadership, supervision, oversight, and direction to the Community Housing Associate.
* Responsible for staff training including orientation of new staff and arranging for training through external resources such as vendors, when required.
* Provides coaching and development opportunities to the Community Housing Associate.
* Provide accurate and timely guidance and coaching to Community Housing Associate on student and landlord support.
* Facilitates weekly team meetings on emerging trends, campus, and departmental needs.
* Direct and monitor the completion of work quality to provide feedback.

##### 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/organization 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 as required.
* Some evening and weekend work required. For example, responding to a student housing emergency issue.
* Other duties as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 year).
* Preference will be given to candidates with a Graduate Degree and/or with a focus in related fields including, but not limited to, Education, Social Work, and Psychology.

#### Experience/Qualifications Required:

* Minimum of three (3) years’ experience related to the delivery of community housing programs and services, including responsibility to emergent issues and crises.
* Experience relating to students and supporting student success.
* Experience supporting international communities and communicating effectively with a variety of audiences.
* Experience recruiting, developing, and mentoring staff and volunteers.
* In-depth, working knowledge of the Residential Tenancies Act (RTA) and tribunal process required.
* Strong understanding of student and/or residence life in a post-secondary environment.
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* Working knowledge of Human Rights, AODA, residential accommodations, the Freedom of Information and Protection of Privacy Act and its implementation.
* Superior skills working with MS Office.
* Excellent collaboration and partnership development skills; able to build trust and cooperation across a variety of stakeholders.
* Strong presentation and interpersonal skills, able to influence, demonstrate a high degree of empathy and advocate with political acumen.
* Demonstrated ability to exercise judgment and use initiative in applying and interpreting a variety of procedures, policies, and practices.
* Excellent written and oral communication skills, tact, and patience.
* Excellent listening and interpersonal skills.
* Logical and efficient.
* Highly self-motivated and directed.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Strong student-centric orientation.
* Demonstrated ability to work independently and successfully in a team oriented, collaborative environment.
* Valid class “G” driver’s license.
* Must be able to work evenings and weekends where required.
* On-call required outside of normal working hours as needed during peak times.

#### Supervision:

* Supervise and direct the activities of part-time staff and student employees.
* Team Lead to A-470 Community Housing Associate.