#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Off-Campus Housing Coordinator

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

**Band:** OPSEU- 6

**NOC:** 1221

**Department:** Housing Services

**Supervisor Title:** Assistant Director, Residence Operations & Services

**Last Reviewed:**  August 24, 2021

#### **Job Purpose:**

The Off Campus Housing Coordinator is responsible for the off-campus housing services, resources, and supports offered to Trent University students in Peterborough and Durham. 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 coordinator 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, local post-secondary institutions, and the 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 Occupancy Management Coordinator, develop, implement, and evaluate off campus housing services and resources
* Work collaboratively with 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 supports
* 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
* Coordinate the University’s contract with Places4Students listing service and identify and act on areas for improvement
* Develop educational programs to inform students on 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

##### 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 with finding safe housing
* Collaborate with municipal resources and other post-secondary institutions to provide resources to support landlord-student relationships
* Work collaboratively with local landlords and real estate agents to support student referrals
* Provide annual support to any students on the residence waitlist should a waitlist be required in a given 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

* Participate in the planning and execution of move in/out processes and other major housing initiatives while working collaboratively with the housing services team
* Be knowledgeable of emergency response procedures and implement as required
* Provide assistance to the Housing Services main office when needed
* Participate in departmental meetings and committees as required
* Other duties as required

#### Education Required:

* Bachelor’s degree required (4 year)

#### Experience/Qualifications Required:

* Two years of experience related to the delivery of housing education or services required. Experience with off campus housing services preferred.
* Excellent knowledge of the Residential Tenancies Act required.
* Knowledge and experience with writing techniques to communicate effectively to 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, 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.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

Managers are requested to fill out the section below for job evaluation purposes.

##### 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 a 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 judgement 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

*Moderate effort involved in job duties includes regular mental demands in analysis of data, writing reports, and analysis of student 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.*