



## About VPCH

Incorporated in 1974, Victoria Park Community Homes is one of the oldest and largest private non-profit housing corporations in the Province of Ontario. Our portfolio that we own and manage has grown to over 3,122 apartments, townhouses, and single-family homes located across Southern Ontario.

We pride ourselves on providing outstanding service to our residents, prospective residents, service delivery partners and other stakeholders.

## Join our Team!

Victoria Park Community Homes is built on a strong foundation of teamwork, collaboration and entrepreneurship. It is this foundation that attracts and retains our passionate, dedicated workforce and fuels our competitive spirit and desire to be the affordable housing provider and manager of choice in the communities that we serve.

**We Have an Immediate Opening for a Full-Time, Permanent,**

## **RESIDENT RELATIONS SPECIALIST**

### Position Summary

Under the direction of the Chief Operating Officer, the Resident Relations Specialist supports and empowers residents of our housing communities at Victoria Park Community Homes by liaising between residents and staff to resolve issues, advocating for community needs & encouraging residents to play an active role in addressing issues that affect their community.

### What's in it for you?

At Victoria Park Community Homes, we value you, your contributions, and your commitment. We maintain a positive and professional work environment, where every team member feels valued and a part of the VPCH family. As part of our competitive salary and compensation package, we offer a full range of benefits, including:

- Comprehensive benefits package (extended health, dental, vision)
- Employee and Family Assistance Program
- Paid Professional Training and Development & Education Reimbursement
- Regular Team Events
- DC Pension Program with up to 6% employer contribution
- Paid Vacation and Sick/Personal time

And more!



## What will you be doing?

As the successful candidate, you will be accountable for the following key duties and responsibilities:

### **Foster Relationships between Residents and Victoria Park**

- Advocate for residents and liaison with Victoria Park staff and community.
- Use a case management approach in dealing with individual residents
- Act as a resource for Residents and Property Managers with challenging situations
- Assist residents to better communicate with staff and within their communities to help them advocate for themselves

### **Enhance Community Engagement**

- Create and facilitate opportunities for collective input and trust-building, such as community events, education and focus groups
- Based on community input, recommend activities, services and facility changes that will enhance quality of life, community cohesiveness and perceptions of community security
- In partnership with our Property Managers foster positive relationship building with residents and engagement in our communities
- Source and complete applications for any funding relevant to improving community living and/or resident engagement
- Reach out to agencies, programs and services to extend programs into our communities that would benefit our residents. Help residents link with these resources through staff.
- Liaise regularly with community/government agency partners to better understand services to support and promote collaboration

### **Strengthen Communication between Residents and Victoria Park**

- Assist in developing communication strategies; encouraging residents to share their concerns and opinions.
- Create feedback loops to determine areas of improvement for Victoria Park
- Work to identify barriers and risks to effective communications and develop problem solving strategies – such as language barriers and connection to translation services
- Develop and administer resident/community surveys and other feedback methods, evaluate results and create action plans, including specific outcomes and means to assess improvement or progress.

### **Administration**

- Actively participate in bi-weekly supervision meetings, monthly team meetings and quarterly corporate meetings and attend ongoing staff development and training.
- Review Resident Satisfaction survey to develop an action plan
- Provide monthly reports on case load
- Represent the resident's voice and aspirations when policies and processes are reviewed.
- Perform other duties as assigned from time to time that are consistent with the above job summary.



### **What will you need?**

As the successful candidate, you will possess the following qualifications and experience:

- B.S.W. or B.A. in Social Services
- Knowledge and experience in conflict mediation and resolution
- Recent experience in the non-for-profit sector and/or affordable housing industry is a strong asset
- Experience working with diverse populations and in organizations with multiple sites, seniors and disabled units.
- Committed to antiracism and anti-oppressive practices.
- Ability to initiate and complete tasks with minimal supervision
- Must possess a valid Class G Driver's License and have daily access to a reliable vehicle.

### **Special Requirements**

- Must be bondable and prepared to execute the Bondability Affidavit
- Successful candidates will be subject to a current and satisfactory Police Check at their expense
- This position is open only to those legally entitled to work for any employer in Canada

### **Working Conditions**

- Challenges are diverse and complex requiring a significant degree of independent judgement.
- Decisions and/or actions have considerable impact on the organization. Errors can result in financial loss to the organization and/or some loss of reputation.
- Problem solving involves analyzing a situation, interpreting data, and revising work methods and techniques to be used.
- Regular hours of employment are 8:30 a.m. to 4:30 pm
- Be willing and flexible to work from time to time and/or attend meetings and planned events scheduled outside of regular business hours.
- Substantial travel will be required within communities we own/manage.



## Apply Now!

For more information on our Company, please visit our website at [www.vpch.com](http://www.vpch.com).

To apply, please submit your resume and cover letter to [recruiter@vpch.com](mailto:recruiter@vpch.com) by **Friday, May 26<sup>th</sup>, at 4pm.**

Victoria Park Community Homes will accommodate people with disabilities throughout the recruitment and selection process. Applicants are requested to make their needs known in advance if accommodation is required.

We appreciate the interest of all applicants in employment opportunities with Victoria Park Community Homes. Only those selected for an interview will be contacted.

No phone calls or placement agencies, thank you.