



Tenant Support Coordinator

MISSION OF THE ORGANIZATION

The TQSOI is a non-profit organization that unites residents and stakeholders from the community, including institutions, community organizations, the private sector, and elected officials in order to enhance the quality of life of individuals and to promote social development in the southern West Island.

POSITION SUMMARY

The Tenant Support Coordinator will contribute to the TQSOI's comité logement establishment project. The goal of this project is to create a resource in the West Island to inform tenants of their housing rights and responsibilities, and support them in the defense of their rights. The tenant support coordinator will work with tenants in the West Island to support them with their issues related to their housing situation. They will also work closely with the Comité logement project coordinator and in collaboration with the TQSOI Housing Committee, the TQSOI team, the RCLALQ, other tenants' rights organizations and other key project partners.

TASK DESCRIPTION

- Participate in training from partners on tenants' rights and responsibilities;
- Listening and speaking to tenants about their issues;
- Advising tenants on their rights and responsibilities;
- Supporting tenants in finding solutions to their issues;
- Working with partners in order to improve tenants' housing situation;
- Developing and sharing educational material on tenants' rights and responsibilities;
- Maintaining a confidential record of the issues that tenants are raising;
- Assisting the Project Coordinator of the *comité logement* project in organizing workshops, events and attending committee meetings;
- Keeping up to date with tenants' rights issues;
- Other tasks as per established priorities.

REQUIREMENTS

- Post-secondary qualification in a related discipline;
- Capacity to synthesize and communicate information;
- Ability to complete tasks autonomously and in a timely manner;
- Work well in collaboration with others and maintain positive working relationships;
- Interest or experience in the community sector and working with diverse and vulnerable populations;
- Excellent oral and written communication skills in English and French, bilingualism is required; ability to communicate in a third language is an asset;
- Knowledge or interest in learning about tenancy law in Quebec;
- Driver's license and access to a car is an asset.

CONDITIONS

The TQSOI's employees represent a talented and diverse workforce. We are committed to providing equal opportunities in the hiring, promotion, and compensation of its employees that are conducted without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, disability or age.

- Work hours: Part time or full time, to be determined with the candidate.
- Job duration: To be discussed with the candidate.
- Start date: Immediately.
- Salary: 23-25\$/h.
- Work will be done remotely until further notice, with occasional in-person meetings in the West Island.

TO BE ELIGIBLE

This position is partially funded by the Canada Summer Jobs program and candidates must meet the following eligibility requirements:

- Applicants must be between 15 and 30 years of age at the start of the employment;
- Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act, for the duration of the employment;
- Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

HOW TO APPLY

The application package must include, in PDF format:

- Resume
- Cover letter

Send your application **by Sunday, May 22nd, 2022** to Alena Ziuleva by e-mail at hr@tqsoi.org and specify "Tenant Support Coordinator" in the subject line.