

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 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;
- Mobilize members for various local actions;
- Promote the organization during concerted actions in the neighbourhood;
- Encourage new members to join;
- Listening to and informing tenants of their housing rights and responsibilities. Encourage and support them to ensure their rights are respected;
- Assist tenants in the drafting of formal notices as needed, help individuals in completing various forms;
- 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;
- Assist in organizing workshops, events and attending committee meetings;
- Keeping up to date with tenants' rights and housing issues;
- Other tasks as per established priorities.

REQUIREMENTS

- Applicants must be undergoing or have completed a college or university level training in a program such as Sociology, Geography, Urban Planning, Social work, Political science, Communications or any related discipline that would give them the background skills required for the position;
- Capacity to synthesize and communicate information;
- Ability to complete tasks autonomously and in a timely manner;
- Strong listening skills and attention to detail;
- Experience in group facilitation and mobilization;

- Relevant experience in advocacy and autonomous popular education;
- Ability to popularize the terms and concepts of the civil code in relation to rental housing;
- 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 our employees that are conducted without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, disability or age.

- Work hours: 35 hours
- Duration of employment: 1 year contract with the possibility of extension
- Start date: Flexible. Immediately
- Salary: 25-27\$/ hour
- Location: A combination of remote and in-person work in Pointe-Claire

HOW TO APPLY

The application package must include, in PDF format:

- Resume
- Cover letter

Send your application **by Sunday April 23** to Alena Ziuleva by e-mail at hr@tqsoi.org and specify "Tenant Support Coordinator" in the subject line.