



## Tenant & Community Engagement Facilitator

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Department:	<b>Tenant &amp; Community Engagement</b>
Reports To:	<b>Director of Tenant &amp; Community Engagement</b>
Location:	<b>415 Gilmour St., Suite 200, Ottawa ON K2P 2M8</b>
Start Date:	<b>As soon as possible</b>
Salary:	<b>\$48,327.00 minimum (salary based on experience and qualifications)</b>
Reports To:	<b>Director, Tenant &amp; Community Engagement</b>
Direct Report(s):	<b>N/A</b>

### About Centretown Citizens Ottawa Corporation (CCOC)

CCOC is a community-based, tenant and member-directed, non-profit housing organization whose mission is to create, maintain and promote housing for low and moderate-income people. We value diversity, collaboration, inclusive and open decision-making, innovation, creativity, and sustainability.

For more information, visit: [www.cochousing.org](http://www.cochousing.org)

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### Summary

The Tenant & Community Engagement Facilitator supports tenants and colleagues as they address issues that affect the quality of life at CCOC properties and their surrounding neighbourhoods, facilitates tenant engagement and volunteering, and acts as a representative of CCOC at neighbourhood and community events.

### Key Responsibilities

Responsibilities include but are not limited to the following:

1. Works with tenants and colleagues on issues that affect the quality of life at CCOC properties and their surrounding neighbourhoods by:
  - Working with tenants to identify quality of life priorities and how to satisfy those priorities;
  - Developing and executing sustainability programs to engage tenants in sustainable behavior;
  - Delivering communications, education, and outreach tools to engage tenants with current CCOC values and priorities;

- Design programs using the framework of community-based social marketing that will address potential barriers to participation;
  - Supporting methods with which to evaluate tenant experience and satisfaction;
  - Coordinating with other community groups, agencies, and local organizations whose work is beneficial to tenants or aligns with CCOC's mission.
2. Facilitates tenant engagement and volunteering by
    - Recruiting members and tenants for participation in volunteer work on committees, for CCOC events and programs, or elsewhere as appropriate;
    - Implementing volunteer engagement strategies and actively working to bring greater diversity into CCOC decision-making bodies;
    - Communicating regularly and managing feedback between tenants, their neighbours and CCOC staff;
    - Planning and coordinating events, such as volunteer appreciation, gardening workshops, property openings and tours, Plant Days, neighbourhood events, and the Annual General Meeting;
    - Encouraging the attendance of tenants, members, and the community at events and functions;
    - Occasionally working outside business hours for events or committee meetings.
  3. Acts as a representative of CCOC at neighbourhood and community events, serving as an ambassador for CCOC's role in the community.
  4. Performs such other duties as may from time to time be assigned by the Director of Tenant & Community Engagement or the Executive Director.

This position supports the work of Centretown Citizens Ottawa Corporation, Centretown Citizens Housing Co-Operative and Cahdco (Centretown Affordable Housing Development Corporation).

### **Education and Experience**

- 3 years of post-secondary education
- 3 years of related work experience
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.
- Demonstrated ability to liaise and collaborate with various stakeholders (colleagues, volunteers, clients, contractors) to foster positive relationships.
- Strong organizational skills and ability to work independently.
- Intermediate ability to use Microsoft Office Suite
- Advanced verbal communication in English, intermediate written communication in English.
- Intermediate verbal communication in French and basic written communication in French is preferred
- Knowledge of additional languages is considered an asset.

## Supervision and Decision-Making

- Tasks are guided by well-defined procedures such as policies, templates, and checklists; some judgment in decision-making is required and instructions are provided
- Responsible for regularly assigning, checking, and maintaining work flow of other employees and volunteers
- Responsible for providing direct day-to-day coordination for standardized tasks, and also checks and maintains workflow. Recommends new or changed policies and procedures for approval by others.
- Works under general direction, and must be able to think independently to come to solutions.
- Some impact to the organization, or on people if errors are made.
- Regular use of confidential information.

## Working Environment

- Interaction with internal colleagues involves presenting reports and recommendations and coordinating activities of other employees doing similar work.
- Interaction with external contacts requires tact and courtesy, primarily in exchanging information.
- Normal office environment; periods of light physical effort are required (for example; intermittent sitting, standing, or reading).
- Some degree of physical skill and coordination is required (for example, basic keyboarding)
- Comfortable physical work environment
- The incumbent may be exposed to moderate stress

## Applying to the Role

To be considered for this role, please email your resume and cover letter to [hiring@ccoousing.org](mailto:hiring@ccoousing.org)

All applications must include the following information in the subject line: **CCOC – Tenant & Community Engagement Facilitator** (position applying to).

**Application Deadline is Wednesday, July 03, 2024.**

We thank all applicants for their interest in the role, however, only those selected for an interview will be contacted. If contacted for an interview, please inform us if you require accommodation.

In the spirit of the Human Rights Code, we ask that resumes do not include personal data including, but not limited to age, health, marital, and family status.

As an employer committed to the principles of employment equity, we encourage applications from all persons including Black, Indigenous, and People of Colour,

persons with disabilities, and persons of all sexual orientations and gender identities. We are committed to providing an inclusive and barrier-free experience to applicants with accessibility needs in accordance with the Ontario Human Rights Code (2015) and the Accessibility for Ontarians with Disabilities Act (AODA).

For candidates with disabilities requiring an accommodation, you may contact [hire@ccochoosing.org](mailto:hire@ccochoosing.org)