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| <b>Job title:</b>     | <i>Landlord Engagement Specialist</i>   |
| <b>Department:</b>    | <i>Housing</i>  |
| <b>Reports to:</b>    | <i>Manager, Community Services</i>  |
| <b>Hours of work:</b> | <i>8:30 a.m. – 4:30 p.m.</i>  |
| <b>Contract:</b>      | <i>Contract until March 31<sup>st</sup>, 2021 with possibility of extension</i> |

### **Job purpose**

The Landlord Engagement Specialist strengthens the cooperation and communication between the landlord and Housing Outreach Workers while supporting and developing strategies to proactively engage landlords in the rental housing continuum.

This role will assist in creating more housing opportunities within the private rental market while enhancing the relationship between existing programs meant to support housing retention over the long term.

### **Duties and responsibilities**

1. Develop and implement landlord engagement strategies with a goal of increasing safe and affordable rental housing in Durham Region.
2. Promote rental opportunities to housing first providers and shelter operators.
  - Develop a login based rental listing database for landlords within the network to advertise available rentals
  - Prompts them to delete their listings after 30 days
  - Includes resources to landlords in addition to the ones made public
3. Support Outreach Workers to liaise regularly with landlords to support at risk tenancy.
4. Facilitate the improvement and maintenance of safe and affordable rental housing by:
  - Educating and advising landlords on RentSmart program, legislated standards and landlord rights and responsibilities;
  - Consulting with landlords to identify barriers and gaps in service needs to develop and maintain safe and affordable rental housing;
  - Linking landlords with funding, resources and support services to help support at risk tenancies;
  - Recommending and facilitating access to alternate housing for tenants best suited to their needs.

5. Assist landlords to network and liaise with community and government social service, enforcement and housing agencies:
  - Provide information regarding Landlord Rights and Responsibilities, Housing Services
  - Assist landlords to access other Community Support Agencies
  - Distribute brochures and information related to landlord issues
  - Assist landlords to access web based and print resources.
  - Maintain records, reports and statistics data related to service delivery.
6. Link Landlords and Tenants
  - Promote housing accommodation for Housing Outreach Workers and Housing First Providers.
  - Coordinate rental listing services.
  - Establish and maintain positive, on-going relations with Durham landlords.
  - Promote landlord and tenant awareness of their rights and responsibilities.
  - Work together with landlords and tenants so that current tenancies can be maintained.
7. Active participation on the Landlords Association of Durham Region

## **Qualifications**

- A minimum of 2-3 years of experience providing outreach to individuals who are homeless or at risk of homelessness
- Post-secondary education in Social Sciences or related area of study
- Knowledge of the Residential Tenancies Act
- Experience in sales and/or real estate field is an asset
- Strong writing and technology skills
- Strong conflict resolution, mediation and problem-solving skills
- A demonstrated understanding of the impacts of addiction, mental health, homelessness and poverty
- Demonstrated skills in performing assessments and on the spot risk assessments
- Demonstrated ability to work effectively with individuals living with multiple barriers to stable housing
- Demonstrated awareness and belief in the value of harm reduction principles
- Able to work both independently and within a team context
- Capable of effectively managing stressful situations in a fast-paced environment

## **Personal Attributes**

- Self-motivated and has a demonstrated ability to set priorities and handle multiple tasks simultaneously
- Professional demeanor, with excellent communication skills
- Strong work ethic, integrity and ability to instill trust
- Must have a high level of integrity and ability to work with confidential and sensitive information

- Maintains flexibility and performs under pressure with tight deadlines
- Team player who is positive, professional and experienced in working with at-risk clients
- Highly organized with strong time management skills and the ability to handle multiple projects concurrently and meet tight deadlines
- Ability to respond to stressful situations in a calm, collected and professional manner
- Strong critical thinking, decision-making ability and keen attention to detail
- Must be proactive, resourceful, and possess the ability to resolve complex client concerns

### **Additional Qualifications**

- A valid Ontario driver's license (Class G), use of a vehicle and insurance with the ability to work in a variety of settings are required
  - Successful candidate must provide an acceptable criminal records search prior to commencing employment
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For more information about Community Development Council Durham, visit: [www.cdcd.org](http://www.cdcd.org)

### **TO APPLY:**

**Please submit your resume and cover letter on or before October 11, 2020 via email, with "LANDLORD ENGAGEMENT SPECIALIST" in the subject line, to: [hr@cdcd.org](mailto:hr@cdcd.org)**

**We would appreciate no phone calls or agencies.**

CDCD thanks all applicants for their interest; however, only those asked for additional information and/or selected for an interview will be contacted.

CDCD is committed to providing equal opportunity to all employees. We strive to create a diverse and inclusive workplace represents the cultural mosaic of our Region and the communities we serve. We recognize the value that comes from the different viewpoints, unique experiences and diverse perspectives of our employees, who bring fresh, new ideas to our business.

CDCD is strongly committed to diversity and inclusion within its community and encourages applications from Indigenous peoples, racialized persons/persons of colour, persons with disabilities, women, LGBTQ2S persons, and others who may contribute to fostering innovative ideas and solutions.

As an employer, CDCD has a duty to accommodate at all stages of the hiring process in accordance with the Ontario Human Rights Code, and the Accessibility for Ontarians with Disabilities Act, 2005.