



We are looking for a friendly and dynamic go-getter to advance our efforts in tenant and community engagement.

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.

As the Tenant and Community Engagement Facilitator you will be a capacity builder, motivator, and advocate for CCOC tenants and volunteers. You will focus on working with our tenants and their neighbours to improve quality of life for low and moderate income people in Ottawa's downtown neighbourhoods.

You will coordinate efforts to engage volunteers that reflect the full diversity of CCOC tenants: you understand the importance of having everyone at the table.

Our days are never dull and our social justice mission motivates us to constantly improve.

**Does this sound like you?** Apply to be our next Tenant and Community Engagement Facilitator today! CCOC is a progressive employer of choice that values diversity, collaboration, inclusive and open decision-making, innovation, creativity, and sustainability in all that we do.

**Compensation:** Starting wage between \$44,891 and \$52,682. Maximum compensation for this position is \$60,473 per year.

**Benefits:** Extended health care, dental and eyewear, OMERS pension.

**Application deadline:** 3:00 pm Friday, December 4, 2020

Forward résumé and cover letter by email to [hire@ccochoosing.org](mailto:hire@ccochoosing.org) quoting the job title in the subject line. Your cover letter should specifically address how you meet the education, experience, competencies and skills listed in the job description.

Preference will be given to candidates with skills in additional languages, and candidates with personal or professional experience with marginalized communities.

A complete job description can be found [here](#).

# Tenant & Community Engagement Facilitator

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**Department:** Tenant & Community Engagement  
**Reports To:** Director of Tenant & Community Engagement

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## Summary

The Tenant & Community Engagement Facilitator supports tenants and colleagues as they address issues which 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.

## Responsibilities (this is not an exhaustive list)

1. Works with tenants and colleagues on issues which 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 that helps tenants reduce their ecological footprint;
  - 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, harvest events, 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 liaising and collaborating 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.
- Advanced verbal communication in French, intermediate written communication in French.
- Knowledge of additional languages is considered an asset.

## Supervision and Decision-Making

- Tasks are guided by well-defined procedures such as policies, templates, checklists; some judgement 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, also checks and maintains work flow. Recommends new or changed policies and procedures for approval by others.
- Works under general direction, must be able to think independently to come to solutions.
- Some impact to the organization, or to 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 required ( for example, basic keyboarding)
- Comfortable physical work environment
- The incumbent may be exposed to moderate stress