



Tenant Resource Coordinator Job Description June 2025

Job Title: Tenant Resource Coordinator

Company: Five Stones Inc.

Reports to: Property Manager

Job Summary: The Tenant Resource Coordinator works closely with Property Management to ensure residents receive support in their tenancy and life in general. Particular attention will be given to eviction prevention and issues around tenancy.

- Liaise with the “Tenant Engagement and Advisory Committees” and tenant councils. Coordinate support with other tenant resource folks.
- Meetings with residents in their homes. Providing emotional and emergency crisis “professional friend” response and support.
- Engage in problem solving with residents in conflict with fire prevention/safety – hoarding, tampering with life saving equipment/devices; by cleaning, preparing for inspections, etc.
- Rental payment issues:
 - Arrears: support tenant and property manager payment plans
 - Assist residents with Rent Supplement and Rent Geared to Income paperwork and requirements
 - Assist in issues with Employment Income Assistance, Employment Insurance, employment, etc.
- Liaise with community organizations that work us – West Broadway Community Organization, North End Renewal Corporation & Spence Neighbourhood Association
- Support Five Stones staff as they need assistance in working with tenants – e.g. pest control compliance, maintenance, etc.
 - This includes setting up workshops/info sessions on issues related to responsibilities of tenants and landlords
- Get to know and build rapport with residents. This foundation will make all the work above possible. The spirit of this role is, in partnership with resident to help them understand what is required of them as tenants and work the best they can to remain residents
- Other duties as assigned

Qualifications & Requirements:

- Background in providing social services / not-for-profit services
- Socially adept, personable, emotional intelligence, caring, empathetic, a “people-person”
- Must hold all people in exceptionally high regard
- General understanding of systems theory
- Self motivated and organized
- Familiar and able to use a computer, Office 365 (Outlook, Word, Excel, OneNote, etc.), own a smartphone
- Administrative; manage tenant files/case management, tracks stats, reporting, connect with resources
- A valid driver’s licence and vehicle
- Preferably a neighbour in the, Spence, West Boardway or the North End neighbourhood

Terms of Contract:

Starting Wage: \$19 – 21 / hour

Length of Term: 12 months with possibility of permanent.

Hours of Work: 36 hours a week

Flexibility in hours is possible this falls between a regular work week Tuesday – Friday. Approximately, 8 evening meetings a year.