

Resident Services Officer – Homeward Bound

Posting Date: June 20th, 2025

Organizational Overview

Peterborough Housing Corporation (PHC) is the largest single provider of community housing in the City and County of Peterborough. We provide rent-geared-to-income and affordable housing for seniors, single adults, and families, providing homes to over 4000 residents in our community. Our portfolio is a mix of high-rise apartments, townhomes, walk-up apartments, semi-detached homes, and quad-plexes. PHC employs approximately 42 committed and compassionate employees who provide support to the tenants.

Position Summary

Reporting to the Resident Services Manager, the Resident Services Officer (RSO) plays a key role in supporting the stability, safety, and well-being of tenants across PHC properties. The RSO is responsible for developing and implementing proactive strategies that support tenant engagement, community development, and tenancy retention, ensuring compliance with relevant legislation, policies, and PHC directives.

The RSO works with individuals and households facing a wide range of complex life circumstances, including mental health, addictions, poverty, social isolation, and family instability. Through trauma-informed, equity-focused, and client-centered practices, the RSO provides coordinated support, advocacy, and referral services that promote housing stability and overall quality of life. The RSO – Homeward Bound provides program management to Homeward Bound participants, precariously housed single young mothers, to achieve economic self-sufficiency by opening doors and removing barriers to create pathways to independence and family security.

The RSO contributes to policy interpretation, inter-agency collaboration, and the development of internal procedures and protocols. The role will provide input on emerging community needs, risk trends, and operational improvements. The RSO is expected to work independently and exercise professional judgment in high-pressure and emotionally charged situations. Strong interpersonal skills, discretion, cultural humility, and conflict resolution abilities are essential to this role.

Main Responsibilities

Homeward Bound Program - Provide support and advice to the Senior Manager, Resident Services regarding the implementation of the Homeward Bound program. Provide guidance and support to each participant of the program, including the development of actions plans to be reviewed and monitored throughout each of the four (4) phases of the program. Establish and liaise with community service providers for the program including appropriate pre-post secondary and post-secondary educational institutions, Transition to Success program, Industry Council and employment services/employers to support internships. Monitor participant progress and retention and proactively identify barriers to success; implement solutions or referrals as needed.

Tenant Case Management – using standardized tools to identify housing barriers, the RSO develops individualized housing stability plans to support tenants who are experiencing complex challenges including mental health issues, substance use, domestic violence, poverty and aging-related concerns.

Tenancy Retention and Crisis Intervention - Access, triage, and intervene in crisis situations using trauma-informed and de-escalation strategies by appropriately responding to situations involving tenant conflict, mental health episodes, or other behavioural escalations. This includes collaborating and leading internal teams and external agencies to resolve high-risk situations while maintaining tenant rights and community safety to develop integrated response plans. The work with tenants is completed while maintaining high-quality case, confidential case documentation in accordance with PHC standards and privacy legislation (e.g. MFIPPA).

Community Development and Engagement - Foster safe, inclusive, and healthy communities through relationship-building, education, and community initiatives by building relationships with tenants and partners to promote trust, inclusion, and safety. Support initiatives that address community needs and reduce isolation. Plan, organize, and oversee tenant meetings, educational workshops, community events, and engagement activities that promote tenant empowerment, civic participation, and shared responsibility for community well-being.

Inter-Agency Collaboration and Referrals - Act as a PHC representative for case-specific inter-agency coordination, ensuring that external service plans are integrated with PHC tenancy requirements and organizational objectives, including participating in multi-agency case conferences for high-risk tenants, ensuring accountability, follow-through, and appropriate escalation of complex cases.

Operational Input and Procedural Development - Contribute and develop internal protocols, best practices, and service improvement initiatives that impact tenants.

Documentation and Reporting - Maintain accurate, and timely case management records and service documentation in accordance with PHC standards, privacy legislation, and audit requirements. Prepare formal reports, risk assessments, trend analyses, and incident summaries for senior management and Board reporting, and for external agencies as appropriate.

Leadership and Supervision of Direct Reports - Promoting positive employee relations through the effective, fair, and consistent application and administration of applicable workplace Policies. Conducting regular 1:1 meetings regularly and providing feedback regarding performance, including progressive discipline, adhering to Human Resources Policies, Directives, and Procedures.

Other:

- Providing operational coverage for other RSO's during absences.
- Participating in an on-call schedule; being available for after-hours emergency calls.
- Preparing and presenting reports to the Executive Leadership Team (ELT).
- Serving on internal and external committees as required.
- Other duties as assigned.

Required Qualifications

1. Minimum 2-year Social Service Worker / Community Development Diploma from an accredited post-secondary institution as approved by the College of Social Workers and Social Service Workers or equivalent in a relevant social services field.
 2. Minimum of 5-years' experience working directly with vulnerable or marginalized populations, including experience in housing stability, crisis intervention, case management, or community development within a social services or non-profit housing environment.
 3. Experience leading others, including direct supervision, performance management, and coaching.
 4. Thorough understanding of social service and community development principles and practice.
 5. Successful facilitation, mediation, and negotiation skills with ability to problem-solve beyond conventional methods.
 6. A respect for diversity and alternative standards of lifestyle.
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7. Proven skill with counselling, crisis intervention, group facilitation and consensus-building techniques.
8. Experience maintaining detailed and accurate case documentation, ensuring compliance with confidentiality, privacy, and organizational standards.
9. Proven experience understanding issues and effects of poverty, violence, and domestic abuse.
10. Ability to navigate and collaborate within multi-disciplinary teams, including health care providers, legal services, law enforcement, and other social service agencies.
11. Strong ethical judgment and professionalism, particularly in managing sensitive tenant issues and upholding the rights and responsibilities of all parties involved.
12. Flexibility and ability to work on-site in different housing locations as required.
13. Ability to work both independently and co-operatively as the situation/issue requires.
14. Excellent verbal and written communication skills.
15. Organizational and time-management skills and an in-depth knowledge of a wide range of community services for all ages and needs.
16. Current knowledge of relevant legislation (e.g., Housing Services Act, Social Assistance legislation, Residential Tenancies Act, MFFIPPA, FIPPA, PIPEDA, PHIPA) and local housing policies related to assisted housing and other housing programs. Proven analytical and problem-solving skills to make decisions.
17. Proficiency in MS Office Suite including MS Word, Excel, and PowerPoint.
18. Requires a valid driver's license and use of own vehicle to fulfil the duties of the position as required.
19. Satisfactory Police Check including Vulnerable Sector Screening.

Application Information

Classification:	Non-Union Exempt	Competition Number:	15-2025
Salary Range:	\$ 61,797.46 - \$85,829.81 (starting range is \$61,797.46 - \$80,250.45 (2025 rates), salary will undergo review in 2025)		
Employment Status:	Permanent, Full-time - 35 hours per week		
Location:	PHC Administration Office, 526 McDonnell Street, Peterborough		

In addition to a competitive salary PHC offers a comprehensive total rewards package designed to support employee health, well-being, and work-life balance, including:

- Three (3) weeks of paid annual vacation, increasing with years of service;

- Five (5) paid lieu days annually;
- Participation in the OMERS defined benefit pension plan, ensuring financial security for your future;
- Extended health and dental coverage, life insurance, and both short-term and long-term disability benefits. Additionally, PHC provides a Health Care Spending Account to help cover eligible health-related expenses;
- Employee Assistance Program (EAP) to support your mental and emotional well-being;
- Maternity leave top up program (93% of base salary); and
- Ongoing personal and professional development opportunities for our staff through training programs and wellness initiatives.

Qualified applicants are invited to submit one file containing a résumé and cover letter quoting file number **15-2025** on the file as well as in the subject line, no later than **4:00 p.m.** on **Friday, July 18, 2025**, to [Human Resources](#).

In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Peterborough Housing Corporation will work collaboratively and respectfully with you in all stages of the recruitment process and throughout your employment. If you require accommodation at any stage of the hiring process, please advise Human Resources.

The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application but advise that only those selected for an interview will be contacted.