

## Resident Services Officer

### General Job Information

<b>Division:</b>	Operations	<b>Job Number:</b>	OP-21
<b>Job Title:</b>	Resident Services Officer		
<b>Department:</b>	Resident Services	<b>Reports to:</b>	Resident Services Manager
<b>Supervisory:</b>	Yes	<b>Pay Grade/Band:</b>	3

### Job 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 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**

### **1. Tenant Case Management**

- a) Develop and provide individualized support to tenants experiencing complex challenges including mental health issues, substance use, domestic violence, poverty, and aging-related concerns.
- b) Conduct needs assessments using standardized tools and professional judgment to identify barriers to housing stability.
- c) Develop and implement individualized housing stability plans using equity, diversity, and inclusion as framework, in collaboration with tenants and external service providers.
- d) Monitor and follow up on tenant concerns, maintain detailed case notes, and escalate issues requiring management input.
- e) Maintain high-quality, confidential case documentation in accordance with PHC standards and privacy legislation (e.g., MFIPPA). Use case management software to document all relevant information.
- f) Collaborate with Resident Services Managers and other internal teams (e.g., Building Services) to escalate concerns requiring multidisciplinary response or senior management decision making. Prepare briefings, incident summaries, and recommendations for action.
- g) Monitor Landlord Tenant Board (LTB) mediated agreements and identification of breach thresholds, including working with tenants in the capacity of providing evidence in LTB hearings.

### **2. Tenancy Retention and Crisis Intervention**

- a) Proactively identify and address factors that place tenancies at risk by assessing tenant interactions, building dynamics, and service usage patterns to detect early indicators of tenancy instability.
- b) Engage tenants in supportive dialogue, assess contributing factors such as arrears, behavioural concerns, or unmet support needs, and develop intervention strategies that prioritize prevention and long-term housing retention.
- c) 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.
- d) Collaborate and lead internal teams and external agencies to resolve high-risk situations while maintaining tenant rights and community safety to develop integrated response plans.

### 3. Community Development and Engagement

- a) 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.
- b) 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.
- c) Coordinate events and engagement efforts to align with organizational priorities, legislative requirements, and resource availability. Evaluate the effectiveness of engagement activities and adjust strategies as required.
- d) Address community conflicts, facilitate mediation, and promote positive neighbour relations by responding to conflicts, apply conflict resolution techniques, and work with tenants and partners to promote respectful, peaceful communities.
- e) Identification and facilitation of partnerships that promote social economic development opportunities to increase employment opportunities for PHC Residents and promoting financial independence

### 4. Inter-Agency Collaboration and Referrals

- a) Build and maintain partnerships with external organizations including mental health providers, police, emergency services, social service agencies, healthcare providers, legal supports, and advocacy organizations.
- b) 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.
- c) Participate in multi-agency case conferences for high-risk tenants, ensuring accountability, follow-through, and appropriate escalation of complex cases.
- d) Provide knowledge and recommendations to senior management on service delivery approaches based on sector knowledge, community relationships, and policy trends.

### 5. Operational Input and Procedural Development

- a) Identify emerging trends, service gaps, and operational challenges within the tenant population and provide recommendations.
- b) Contribute and develop internal protocols, best practices, and service improvement initiatives that impact tenants.

- c) Support PHC's policy goals by providing insight into community dynamics, risk indicators, and tenant outcomes.
- d) Participate in management planning discussions, contributing data-driven insights on tenant outcomes, operational risks, and departmental priorities.

## 6. Documentation and Reporting

- a) Maintain accurate, and timely case management records and service documentation in accordance with PHC standards, privacy legislation, and audit requirements.
- b) Prepare formal reports, risk assessments, trend analyses, and incident summaries for senior management and Board reporting, and for external agencies as appropriate.
- c) Monitor and track key service metrics related to tenancy stability, community health indicators, service utilization, and high-risk case management outcomes to inform departmental planning.

## 7. Provide Leadership and Supervision of Direct Reports, including:

- a) Communicating a positive, supportive, safe, and diverse workplace culture within the Department.
- b) Monitoring program related performance objectives and indicators and pivoting as required.
- c) Ensuring direct reports understand their role in supporting and adhering to corporate policies and programs.
- d) Promoting positive employee relations through the effective, fair, and consistent application and administration of applicable workplace Policies.
- e) Meeting 1-on-1 with direct reports regularly.
- f) Giving feedback to direct reports regarding their performance, including progressive discipline, adhering to Human Resources Policies, Directives, and Procedures.
- g) Ensuring effective communication and information sharing to staff.
- h) Providing effective training, coaching, and motivation to direct reports.
- i) Identifying, encouraging, and supporting opportunities for professional development and promotion for direct reports.
- j) Monitoring direct reports to ensure they are in compliance to the statutes and regulations of the Occupational Health and Safety Act, RSO 1990, and all other relevant employment and labour legislation.

8. Other Duties as Required:

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

**Financial Scope**

- 1. Authorizing purchases in accordance with PHC's Procurement Policy, Directive and Procedures.
- 2. Developing the annual operating allocation for the Community Support Initiative budget through analysis of historical expenditures, projected tenant needs, sector benchmarks, and organizational priorities.
- 3. Tracking expenditures and spending trends monthly and implementing strategies for budget adjustments or cost-saving measures within the budget.
- 4. Ensuring expenditures and contracts are in compliance with procurement practices and follow broader public sector best practices.

**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.
- 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.

## Competencies

Competency	Definition	Behavioural Description
Customer Service	Takes time to analyze and understand the needs of both internal and external customers. Asks for feedback and incorporates into products and services. Ensures the customer experience is a key requirement in the design and development of all products and services.	<ul style="list-style-type: none"> <li>• Develops relationships with customers to gain insights into their needs.</li> <li>• Applies knowledge about the customer to inform decision-making and product design.</li> <li>• Strives to add value to the customer experience and suggests ways to improve it.</li> <li>• Actively requests internal and external customer feedback to improve business relationships.</li> <li>• Measures and tracks customer satisfaction.</li> <li>• Collaborates with colleagues to deliver high-quality service.</li> </ul>
Relationship Building	Relates comfortably with people across levels, functions, cultures, and geographies. Builds rapport in an open, friendly, and accepting	<ul style="list-style-type: none"> <li>• Develops cross-functional relationships in the organization to enable the achievement of their own and others' work-related goals.</li> <li>• Recognizes the concerns and perspectives of others and works in a manner that is mutually beneficial.</li> </ul>

	<p>way, even when facing difficult or tense situations. Identifies interpersonal and group dynamics and reacts effectively. Solicits input from others constantly and listens with empathy and concern. Identifies information that is relevant and helpful for others and shares it as appropriate.</p>	<ul style="list-style-type: none"> <li>• Practices active listening while demonstrating positivity and openness, even in moments of conflict.</li> <li>• Actively seeks input from others across various demographics, cultures, and geographies, welcoming differing points of view and responding respectfully.</li> <li>• Consistently communicates and shares useful information with others virtually and in person.</li> </ul>
Collaborative	<p>Works well with others both on the team and cross-functionally to achieve individual, team, department, or organizational goals. Values diverse input and working with others as a way to achieve the best output possible.</p>	<ul style="list-style-type: none"> <li>• Encourages team members to openly voice their ideas, perspectives, and concerns.</li> <li>• Identifies and responds to the impact of decisions and changes on other teams, organizational processes, and systems.</li> <li>• Leverages the strengths of team members to achieve optimal performance.</li> <li>• Supports implementation of team decisions or goals and makes suggestions to improve team engagement.</li> <li>• Navigates and incorporates different opinions from stakeholders.</li> <li>• Gives and seeks feedback to achieve common goals.</li> <li>• Values working with a diverse team and the importance of differing perspectives to develop unique solutions or ideas.</li> <li>• Coaches others to explore solutions and collaborate with each other.</li> </ul>
Decision Making / Problem Solving	<p>Simplifies complex problems by using critical thinking to evaluate problems, gathering information, incorporating multiple perspectives, understanding causes, and identifying best-possible solutions. Invests time in planning, discovery, and reflection</p>	<ul style="list-style-type: none"> <li>• Actively seeks input from multiple information sources to evaluate situations and understand the cause of problems.</li> <li>• Evaluates pros and cons of multiple options and selects a plan of action that capitalizes on trade-offs.</li> <li>• Removes obstacles and addresses problems before they impact performance and results of their team.</li> <li>• Demonstrates ability to synthesize information or multiple perspectives and apply</li> </ul>



	to drive better decisions and more efficient implementations. Adopts an audience-centric approach, understanding the needs of the audience and incorporating them, as appropriate, into the decision.	an analytical lens to problems to draw logical conclusions. <ul style="list-style-type: none"> <li>• Initiates and leads the evaluation and assessment of possible solutions and their risks.</li> <li>• Provides recommendations and achieves buy-in for potential solutions.</li> <li>• Demonstrates ability to critically evaluate work tasks and effectively prioritize them.</li> <li>• Takes ownership over decisions and their consequences.</li> </ul>
Leading Through Change	Adjusts thinking and behavior to resiliently face change, and uses experience to fuel growth. Enables the process of change and transition while helping others deal with the effects of change. Displays self-awareness of their personal reaction to change and regulates their response. Acts as a change champion, communicating the why behind the change and aligning with the organizational direction.	<ul style="list-style-type: none"> <li>• Demonstrates decision making and works effectively in a changing and uncertain environment.</li> <li>• Adapts and responds to change with resilience while finding opportunities for personal and professional growth</li> <li>• Asks questions to better understand a change and its impact and provides relevant feedback.</li> <li>• Understands and regulates their personal response to change.</li> <li>• Maintains an open mind to new ideas, changing processes, practices, and direction.</li> <li>• Participates in initiatives designed to prepare for change.</li> </ul>
Negotiation	Negotiates in a manner that results in positive business outcomes while maintaining strong relations with the other party.	<ul style="list-style-type: none"> <li>• Effectively employs a variety of negotiation techniques, allowing differing parties to reach mutually agreeable solutions.</li> <li>• Works from facts and a strong knowledgebase.</li> <li>• Builds consensus with differing interests and opinions to solve problems or make decisions.</li> <li>• Successfully negotiates with internal groups to facilitate partnerships.</li> <li>• Effectively works with external groups, understanding the needs and interests of others in the negotiation process.</li> <li>• Changes negotiations or communications approach based on anticipated responses from others.</li> </ul>



		<ul style="list-style-type: none"> <li>• Seeks to develop trust and maintain positive relationships.</li> </ul>
Communicative	<p>Genuinely and intentionally communicates. Relays key messages effectively, targeted to specific audiences. Identifies others' communication styles and perspectives, adjusting language and approach accordingly. Employs active listening to understand, rather than reply. Asks for, integrates, and values feedback from team, peers, and leaders.</p>	<ul style="list-style-type: none"> <li>• Reads verbal and non-verbal cues to deepen the understanding of others' perspectives and interpret responses to their words and actions.</li> <li>• Articulates thoughts and expresses ideas effectively using written, verbal, and visual communication skills.</li> <li>• Encourages others to participate in open discussions and provides feedback when appropriate.</li> <li>• Tailors messages according to the needs of different audiences.</li> <li>• Does not jump to conclusions or act on assumptions.</li> <li>• Seeks support to improve communication and shares best practices on how to effectively communicate with others.</li> <li>• Is receptive to others' communication styles and preferences.</li> </ul>
Influencing	<p>Develops a leadership presence in the organization. Intentionally forms strong, trusting relationships. Manages up, down, and across effectively by anticipating and responding proactively to stakeholder reactions. Leverages their understanding of stakeholder management to influence perception and direction.</p>	<ul style="list-style-type: none"> <li>• Establishes a reputation as an open, trustworthy, experienced professional whose advice and opinions are valued.</li> <li>• Develops strong relationships with peers, employees, and leaders across departments.</li> <li>• Anticipates the impact of one's approach on the emotions and sensitivities of others.</li> <li>• Customizes discussion and presentations to include "what's in it for me" for the audience and emphasize the value of an idea.</li> <li>• Knows how to appropriately use influence to achieve outcomes when lacking formal authority.</li> </ul>
Managing Risk	<p>Identifies what is needed to achieve strategic or organizational objectives. Seeks out and incorporates multiple perspectives, experiences, and industry</p>	<ul style="list-style-type: none"> <li>• Adapts behaviors to align with organization's vision, values, and strategic goals.</li> <li>• Actively contributes to the development of strategic goals for the team.</li> <li>• Aligns individual development goals with the short- and medium-term goals of the team.</li> <li>• Purposefully reflects and plans before</li> </ul>

	trends to develop a holistic perspective. Negotiates to achieve individual goals while thinking of the larger organizational implications. Operationalizes ideas within the business model.	jumping into action. • Recognizes when they do not know all the information and seeks out other perspectives before making decisions.
Curating the Employee Experience	Looks for opportunities across the employee lifecycle to engage and connect individually with each member of the team. Creates an environment where employees feel included, valued, informed, and engaged. Spends time on reflection to understand personal connection with organizational core values and alignment with self.	<ul style="list-style-type: none"> <li>• Demonstrates respect and understanding that team members' personal lives may be impacting how they show up to work.</li> <li>• Takes the time to interact and connect with other team members on a professional and personal level when the opportunity arises.</li> <li>• Engages in discussions with team members in a manner that promotes inclusivity to remain informed.</li> <li>• Expresses interest in the employee experience by openly providing constructive feedback on ways to improve it.</li> <li>• Aligns behavior with the organizational core values.</li> </ul>
Accountable	Takes ownership of outcomes, positive or negative, without blaming others within the team or cross-functionally. Recognizes when they are not approaching a situation with accountability but instead with a blame mindset. Takes accountability for assigned tasks and executes on deliverables in a timely manner.	<ul style="list-style-type: none"> <li>• Understands and acts in alignment with the expectations for themselves and others.</li> <li>• Displays honesty even when it doesn't serve them and seeks out feedback.</li> <li>• Demonstrates ability to execute assigned tasks and deliverables in a timely manner, and takes responsibility for their outcomes.</li> <li>• Actively participates in projects and opportunities to help other team members.</li> <li>• Displays awareness of their attitude toward situations and takes conscious steps to approach them with accountability, instead of a blame mindset.</li> </ul>
Resource Planning	Allocates time to upfront planning to distribute work in alignment with goals, manage resources, and	<ul style="list-style-type: none"> <li>• Prioritizes work to deliver objectives to the highest standard and on time.</li> <li>• Investigates issues that interfere with organizational processes, policies, and</li> </ul>

	<p>prioritize. Analyzes the environment from multiple perspectives to better understand implications and leverages scenario planning to prepare for multiple outcomes and manage complexity.</p>	<p>compliance requirements.</p> <ul style="list-style-type: none"> <li>• Brings forward any obstacles or challenges to work completion in a timely manner so deadlines continue to be met.</li> <li>• Plans for various possible timelines and contingencies for completing assigned work.</li> <li>• Follows direction and seeks clarification when required.</li> <li>• Manages own time and follows through on commitments using all available resources to achieve objectives.</li> </ul>
Managing Talent	<p>Actively, intentionally, and continuously manages the entire talent lifecycle of their team including talent attraction, management of performance through goal setting, feedback, and coaching; ongoing support of talent; and personalized career development.</p>	<ul style="list-style-type: none"> <li>• Participates in and supports recruitment or onboarding efforts where possible.</li> <li>• Sets goals with managerial support and tracks progress toward them.</li> <li>• Asks for and remains open to feedback.</li> <li>• Actively participates in the feedback process, providing upward and peer-to-peer feedback.</li> <li>• Applies guidance and own solutions from coaching conversations to improve progress toward performance and development goals.</li> <li>• Actively seeks development opportunities that support continuous career growth.</li> </ul>
Business Acumen and Financial Literacy	<p>Makes decisions based on a solid understanding of the business goals, functions, processes, and the wider industry. Applies financial knowledge to address organizational needs. Demonstrates an understanding of the connections between business units and the larger organizational impact of decisions.</p>	<ul style="list-style-type: none"> <li>• Demonstrates a basic understanding of business functions, financial processes, and how they interconnect across the organization to support decision making.</li> <li>• Asks questions to understand how key processes and functions interact within the organization.</li> <li>• Maintains awareness of how the organization makes money.</li> <li>• Communicates using organization-specific language.</li> <li>• Understands how their function supports organizational goals and prioritizes based on that understanding.</li> <li>• Demonstrates an understanding of relevant financial metrics and concepts.</li> <li>• Adheres to the set budget and operates effectively within it.</li> </ul>

### **Staff Reporting to the RSO**

Directly supervises up to 5 summer students and placement students.

### **Working Conditions**

The standard work schedule for this position is 35 hours per week, with core hours between 8:30 a.m. and 4:30 p.m., Monday through Friday. As part of the non-union group, there are times when extended hours are required to attend meetings, community events, or respond to urgent situations.

This position is 40% in office and 60% in the field. The position involves prolonged periods of visual and mental focus, requiring sustained concentration. The job also involves handling continuous scrutiny and pressure to prioritize and balance the needs of tenants, the community, and shareholders.

### **Confidentiality**

All employees are required to sign and abide by Employee Confidentiality and Code of Conduct and Ethics Values.

### **Accommodation**

Accommodation requests will be reviewed on an individual basis in compliance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) and any other Federal or Provincial legislation.

### **Disclaimer**

The statements contained in this job description reflect the general details necessary to describe the principal functions of this position, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.