



Director of Tenant Business Services

JOB POSTING

Position Title:	Director of Tenant Business Services	Employee Group:	Permanent Full-Time
		Classification:	Non-Union Management
Department:	Administration	Salary Range:	\$75,000- \$80,000 per annum
Posting #:	ADM DTBS PERM FT 2026-06	Hours:	75 hours per pay;
Application Details:	Submit Resume and Cover Letter		
Start Date:	ASAP		

ORGANIZATION BACKGROUND:

Holland Christian Homes (HCH) is a not-for-profit, faith-based seniors organization providing an integrated continuum of housing and care on a single campus in Ontario. Guided by Christian principles, HCH is committed to providing a professional, supportive, and safe environment where fully qualified staff deliver person-centred care that upholds each individual's rights, dignity, identity, privacy, choice, independence, and overall quality of life. We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, emotional, social, cultural and spiritual needs.

Holland Christian Homes consists of 6 independent/Assisted Living apartment towers, as well as Faith Manor and Grace Manor which are private, non-profit Christian Long-Term Care facilities situated in the City of Brampton. Holland Christian Homes is a growing, dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere.

REPORTS TO:

This role reports to the CEO and is a member of the Senior Leadership Team.

- *This is a new position.*

PEOPLE REPORTING TO THIS ROLE:

Manager of Tenant Business Services

POSITION SUMMARY:

Acting as the Landlord, the Director of Tenant Business Services oversees the daily operations and tenant relations of HCH properties. The Director of Tenant Business Services is the primary point of contact for tenants, handling leasing, screening applicants, securing new tenants, and managing tenant turnover, addressing tenant complaints, enforcing occupancy rules, and ensuring tenant satisfaction to maintain long-term occupancy.

Core Functions Include but not limited to:

- Maintaining property rentals by advertising and filling vacancies, negotiating and enforcing leases, and maintaining and securing premises.



- Working with the Finance team to establish market rental rates Manages the RGI Program and rent calculations.
- Maintaining positive relations with all stakeholders. Working collaboratively with all departments.
- Advertising vacancies to attract tenants, obtain referrals from current tenants, and explain the advantages of location and services.
- Negotiating leases, secure contracts from tenants.
- Maintaining properties by investigating and resolving tenant complaints, enforcing occupancy rules, inspecting vacant units.
- Enforcing occupancy policies and procedures by confronting violators, issuing warning letters, or trespass notices as required, maintaining records of same.
- Working with TNO as required for challenging or complex care related tenancy or application issues.
- Preparing reports by collecting, analyzing, and summarizing data and trends.
- Reaching organizational goals by owning new and different requests and exploring opportunities to add value.
- Chairing the Tenant Services Committee, following up on action items and maintaining minutes.
- Conducting the annual tenant satisfaction survey, including analyzing the results and developing an action plan to address the areas of improvement needed.
- Developing, maintaining and updating all Tenant policies, landlord and tenant forms and Tenant handbook and website materials so they are legally compliant and contain current information.

Tenant Management

The Director of Tenant Business Services handles tenant requests and relationships across all properties. Tasks include:

- **Finding and Screening Tenants:** Advertising the property, conducting showings, screening applicants, and ultimately selecting suitable tenants.
- **Lease Management:** Handling the preparation, review, and execution of lease agreements, ensuring that all terms and conditions are in accordance with the law.
- **Tenant Relations:** Addressing tenant concerns in a compassionate and timely manner, managing disputes, and keeping tenants happy, all of which can lead to fewer vacancies and stable revenue. Working with TNO as required for challenging or complex care related tenancy or application issues. Enforcing occupancy policies and procedures by confronting violators, issuing warning letters, or trespass notices as required, maintaining records of same.
- **Move-in and Move-out Procedures:** Overseeing the move-in and move-out process, conducting property / unit inspections and managing property damage beyond normal wear and tear fairly and transparently.
- **Repair Management:** Addressing repair requests promptly by working with EVS, putting in an R4R etc. Working with EVS to ensure appropriate vendors and contracts are in place for addressing larger, complex, costly property repairs.
- **Property Inspections:** Conducting regular property inspections to keep properties in good condition and take care of any issues promptly to prevent further damage.
- **Emergency Management** – Working with EVS to ensure a team member is always on call to respond to property-related emergencies ASAP, such as maintenance issues, security breaches, and natural disasters.
- **Policies** - Developing, implementing and communicating policies related to tenants at HCH and their relationships, services and required conduct. Maintaining an up to date Tenant Handbook and website materials.
- **Tenant Satisfaction** - Carrying out the annual tenant satisfaction survey, including analyzing the results and developing an action plan to address any areas of improvement needed.

Financial Management

Tasks include:

- **Rent Collection:** Working with the Finance Team regarding rent invoicing and collection, as well as address late payments, ensuring consistent income from all properties.
- **Financial Reporting:** Providing regular financial reports that provide insights into the financial health and financial risks of the property (conducting annual RGI calculations). Analyzing variances, forecast requirements, and ensure the property remains profitable



while controlling costs.

Legal Compliance

Keeping every part of the property up-to-date with regulations and legally sound by:

- **Legal Adherence:** Ensuring the property complies with all laws and regulations related to property management, including tenant-landlord regulations, anti discrimination laws, and safety codes.
- **Evictions:** Managing incidents violating the lease agreement. In the unfortunate event that a tenant violates lease terms and an agreement can't be reached, manage the [logistics of an eviction process](#) in compliance with applicable laws.
- **Documents/Forms:** Developing, maintaining and updating all Tenant policies, landlord and tenant forms and Tenant handbook and website materials so they are legally compliant. Preparing and handling all landlord legal forms with accuracy.

Marketing and Advertising

Tasks include:

- **Property Marketing:** Create and manage effective advertising campaigns to attract potential tenants, minimizing vacancy periods and maximizing investment.
- **Market Analysis:** Analyzing local rental rates and trends to appropriately price rent, securing competitive yet profitable rates.
- **Business Development:** Maintaining positive relationships with tenants/residents and stakeholders to enhance property value.

Administrative Duties

Tasks include:

- **Record-Keeping:** Maintaining comprehensive tenant files and records of financial transactions, tenant interactions, leases, terminations, notices, contracts and inspections.
- **Communication:** Maintaining good communication with tenants, HCH, and vendors, fostering a harmonious experience for everyone.
- **Technology Management:** Leveraging the latest property management software and other technologies to streamline operations to give insights into how the rental investment is faring, providing efficient and transparent service.
- **Chairing the Tenant Services Committee**, following up on action items and maintaining minutes.
- **Conducting the annual tenant satisfaction survey**, including analyzing the results and developing an action plan to address the areas of improvement needed.
- **Developing, maintaining and updating all Tenant policies**, landlord and tenant forms and Tenant handbook and website materials so they are legally compliant and contain current information.

PRIVACY OF INFORMATION

The Director of Tenant Business Services is privy to confidential information regarding the staff and overall operations of Holland Christian Homes. It is an expectation that any information the Director of Tenant Business Services or department heads is provided with, regarding any issue or matter, will be kept strictly confidential. This position will ensure that private and confidential information is not inappropriately accessed, used or disclosed either directly or by virtue of passwords to HCH and other electronic computer systems. Breach of this confidentiality may be grounds for progressive disciplinary action up to and / or including dismissal.

Risk Management and Quality Improvement

- Participate in Quality Improvement initiatives.
- Commitment to continuing competence through quality improvement.

- Participate in developing and reporting on key performance indicators (KPIs) that support business decision making, and quality improvement plans (QIPs) that are aligned with both legislative and organizational objectives (ERM Reporting at corporate level required).
- Maintain relevant statistics, complete audits and implement risk management strategies.

Infection Control

Maintain effective infection prevention and control protocols and practices by:

1. Implementing IPAC practices using best practices that comply with statutory, regulatory and other requirements of the Home.
2. Engaging in IPAC practices prevents the spread of infections and protect residents, tenants, staff and others in the facility from infections, resulting in reduced morbidity and mortality as follows:
 - Proper hand hygiene
 - Cleaning and disinfection
 - Immunization program
 - Breaking the chain of infection transmission.
 - Participation in active infectious disease surveillance to immediately detect, isolate with additional precautions and treatment as required. Surveillance must also include data collection, daily analysis and at minimum monthly review to detect trends.
 - Outbreak Management system for detecting, preventing, managing and controlling infectious disease outbreaks.
 - Staff orientation, training and re-training.
 - Resident and visitor training and re-training.
 - Auditing IPAC practices, feedback and corrective action
 - Ensuring facility IPAC related standards for housekeeping and dietary (food preparation) are met.
 - Ensuring facility IPAC related maintenance standards for ventilation and air conditioning are met.
 - Continuous Quality Improvement processes for infection rates and other IPAC related programs.
 - Adhering to Pandemic Directives and measures e.g. surveillance screening and testing, social distancing, proper hand hygiene, universal masking, face protection, vaccination and self-isolation protocols as required etc.

Occupational Health & Safety

- Comply with all regulations under the WSIB Act. Ensure that all staff injuries are reported promptly.
- Follows all health and safety policies and procedures as per our Health & Safety Program.
- Carry out duties in a safe manner to eliminate the risk of work-related accidents/injuries.
- Report all safety hazards discovered in Holland Christian Homes to the appropriate Department Manager.
- Is active in maintaining a healthy & safe work environment through both actions and words.
- Contribute to the overall professional appearance of work areas.

Resident/Tenant Safety

- Follow legislative and HCH policies and procedures to promote the safety of residents.
- Implements and/or follows HCH prevention, detection and response policies and practices to enhance resident safety
- Provides appropriate support to residents who have reported actions that are contrary to our Health & Safety program, or who have engaged in actions that are contrary to the Standard or any HCH policies.
- As applicable, works with residents to identify safety issues, and develop prevention and response strategies



Person-Centered Approach

- Respect and carry out the values associated with a person-centered approach which include rights, dignity, identity, individuality, respect, privacy, choice and independence.
- Focus on the abilities and skills of the individual rather than the labels, statistics and diagnosis.
- Provide individualized emotional and physical spaces for care that are in tune with people's changing needs
- Provide supportive opportunities for social engagement to help people live their life and experience well-being.
- Treat the individuals that you support as an equal partner in their own care provision and have an important role deciding how they are supported.
- Listen, find out the history, preferences, wishes and needs of the individual.
- Provide information in a way that it can be understood and communicate in a way that meets an individual's needs and preferences.
- Do not influence an individual's choices with your own personal views.
- Be compassionate, understanding and empathetic and be non-judgmental, even if you do not agree on a personal level with the choices they make.
- Watch what you say - use person-centered language.

Purposeful Rounding

- **Every employee** working at Grace or Faith Manor is expected to complete "Purposeful Hourly Rounding" during their resident encounter. Purposeful hourly rounding is a practice that improves resident safety, resident experience and reduces call bells. During all resident encounters ask about the 4P's: Pain (do you have pain, or do they appear uncomfortable), possessions (do they need an object i.e. TV remote; is their call bell within reach, scan the room for tripping hazards), position (do they need to be turned or their position adjusted), personal needs (does the resident need to use the toilet/require changing; are they thirsty/hungry or hot/cold). PSWs are expected to sign off on the rounding log to indicate that purposeful rounding has been completed. Interdisciplinary team members and/or volunteers are expected to **ask** the 4P questions and direct any actions outside of their scope of practice to a registered staff or PSW.

Resident/Tenant and Family Relations

- Monitors resident/tenant, and family satisfaction of the quality of care and services. Report any concerns to the Manager or Supervisor so they can be documented and immediately addressed.
- Keep residents/tenants, and families informed of current problems or concerns related to care and services within the building.
- See concerns as opportunities to improve. Ensure immediate escalation of any concern as required to the appropriate person.
- Participate in the admission orientation process of new residents/tenants and their families.
- Maintain open lines of communication with families and residents at all times.
- Maintain a compassionate and caring attitude at all times with families/residents no matter what type of interaction (positive or negative).
- Maintain confidentiality and not discuss departmental issues or organizational issues with residents / families / next-of-kin.

Staff Development and Education

- Attend conferences, seminars and workshops.
- Attend In-service Education.
- Attend educational and learning opportunities within the community to keep abreast of new developments within the field of LTC services, Human Resources, technology etc.



Organizational Wide Responsibilities

- Engage in professional activities that promote the Vision, Mission and Values of the organization
- Positively represents the organization internally and externally.
- Sit on in-house and external committees if required.
- Perform other duties and responsibilities as assigned by their direct supervisor.

QUALIFICATIONS:

- Post-secondary education in business administration or property management or equivalent education.
- 4-7 years' related experience in residential property management with at least 2 years at a senior or multi-site leadership level.
- Strong background managing large residential portfolios (purpose-built rentals, multi-res, or mixed-use).
- Strong knowledge of Ontario Residential Tenancies Act (RTA), landlord-tenant laws, housing regulations and related legislation.
- Knowledge of market trends and property values is an asset.
- Exceptional leadership, interpersonal, communication, and tenant-focused service skills.
- Alignment with and commitment to the Christian mission and values of the organization.
- Highly organized, proactive, and able to manage competing priorities in a fast-paced environment.
- Ability to work under conditions of constant interruption being undisturbed by the complexities of the variety of minute details.
- Competence in computer applications including Microsoft Office Suite.
- Ability to interact with seniors in a way that it can be understood and communicate in a way that meets every individual's needs and preferences including those that are cognitively challenged.
- Ability to demonstrate diplomacy and professionalism in communicating with all levels of the organization that includes communicate effectively with staff, residents, families/visitors delivery/service personnel and the general public.
- Excellent problem solving, conflict resolution, and detailed oriented.
- Good judgment and decision-making skills and the ability to handle and maintain confidential information.
- Ability to work independently as well as function as part of a multi-disciplinary team.
- Ability to read, write, and speak English.
- A satisfactory and current Vulnerable Sector Screening.
- Clear TB Test and Flu Immunization (unless medically exempt).

Kindly be advised that our recruitment process does not involve the use of Artificial Intelligence.

Interested and qualified applicants should forward a resume and cover letter in Word or PDF format (as ONE document), indicating the Posting Number to Tracy Kamino, CEO at Tracy.Kamino@hch.ca

Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals. Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please inform Human Resources.

Applicants agree that by providing personal information in response to this posting, and otherwise in any recruitment process with the Company, such personal information may be retained and used by HCH for a period of one (1) year from the date of this application, for the purpose of consideration for employment opportunities which may arise during that time period, unless an Applicant notifies the Company to the contrary."

We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted. No phone calls please.

Disclaimer: In keeping with Long Term Care reform, best practices, funding and direction this position may later require knowledge, skills, abilities and working conditions not noted here.