



Contract Scope of Work

Community Safety Coordinator – Tenant Relations (Team Lead) (6-Month Term)

Reporting To: MFN Housing & O&M Manager

Purpose of Contract

The Contractor will provide coordination and tenant engagement services to support the implementation of a **tenant compliance and appeals process**. This role will act as the primary point of contact for tenants, ensuring they are informed, prepared, and supported through intake and appeal processes, while coordinating across departments to ensure consistency and procedural fairness.

Scope of Services

The Contractor will:

1. Tenant Engagement & Intake

- Serve as the **primary contact** for tenants involved in compliance or appeal processes
- Meet with tenants to:
 - Explain processes, timelines, and expectations
 - Prepare them for hearings and reviews
- Gather and organize tenant information for intake
- Possess a CISW, CSW. A BISW would be an asset.

2. Support for High-Needs Tenants

- Provide **non-clinical support** to tenants experiencing social challenges
- Assist tenants in identifying and accessing available supports
- Identify barriers impacting compliance and communicate them to relevant departments

3. Process Coordination

- Coordinate and schedule:
 - Appeal hearings
 - Intake meetings
 - Interdepartmental reviews
- Ensure all required participants and documentation are prepared

4. Interdepartmental Coordination

- Liaise with:
 - Housing
 - Community Safety
 - Administration
- Support consistent communication and coordinated case management

5. Documentation & Reporting

- Ensure tenant interactions are documented
- Support development of complete case files, including:
 - Communication records
 - Accommodation efforts
- Contribute to program reporting and summaries

Deliverables

- Tenant intake and engagement process implemented
- Appeal scheduling and coordination system established
- Documented tenant interaction records
- Contribution to complete case files for all active cases
- Regular reporting on activities and outcomes

Term

- 6-month contract term

Compensation

- Hourly rate: **\$35/hour**
- Based on approved hours and submission of invoices

Confidentiality

The Contractor must maintain strict confidentiality of all tenants, housing, and administrative information and comply with MFN policies and procedures.

Application Process

Deadline for Applications: May 15th, 2026

Please provide documentation confirming education and experience in this field.
Please direct all tenders including 3 work references to:

Ernie Dreaver – Human Resources Officer
Muskoday First Nation
email: resume@muskodayfn.ca