

**TENANT RELATIONS OFFICER
DACUM CHART**

FOR THE NORTHWEST TERRITORIES, CANADA



Learning is for life

Education, Culture & Employment



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DACUM INTRODUCTION

The Government of the Northwest Territories' Department of Education, Culture and Employment encourages the pursuit of excellence by developing DACUM (Develop A Curriculum) charts and occupational standards in cooperation with government and industry partners. This DACUM chart was developed in conjunction with the Department of Municipal and Community Affairs (MACA) and partners at the community level.

As a result of self-government, community strategic planning and empowerment initiatives, community administrations have greater responsibility for a broadening range of public programs and services. To assist community governments with these additional tasks, improved access to training opportunities is required. The development of DACUM charts, occupational standards, and performance evaluations plays an important role by identifying training needs and by recognizing those who are competent in their chosen occupations.

The School of Community Government (SCG) in MACA coordinates the development and delivery of training to community governments. Their goal is to improve systems, supports and resources for community government staff so that growth and development can be maximized. This DACUM chart is one of many documents that the SCG uses to achieve this goal.

DACUM charts outline the knowledge, skills and attitudes a person must have to be considered competent in an occupation. DACUMs are developed by those with expertise in the occupation. Relevant training and assessment tools can be developed on the basis of a DACUM chart.

DACUM charts benefit four important stakeholder groups. They assist:

- **employers and industry associations** by:
 - identifying training needs
 - identifying the competencies required to successfully perform in the occupation
 - providing the basis for development of job descriptions and performance evaluations
 - assisting with staff recruitment by defining areas of required proficiency
- **employees** by:
 - providing a basis for self-assessment
 - identifying career path and skill transfer opportunities within the occupation and the industry
 - identifying training needs
 - enhancing public and professional image
- **educators/trainers** by:
 - providing a guide for relevant curriculum and program development
 - identifying learning modules for specific skills
- **learners/trainees** by:
 - providing detailed information about the requirements of an occupation
 - identifying training required to meet career goals
 - providing a basis for self-assessment.

DACUM HOW A DACUM CHART IS USED

A DACUM chart is composed of three sections:

1. Major Category:
 - identifies a general activity within an occupation
 - in the following example, the major category is **1. APPLICATIONS**
2. Skill:
 - identifies a general skill within the major category
 - in the following example, the skill is **A. Accept Housing Applications**
3. Subskill:
 - identifies a specific activity or task required of an individual in this job
 - in the following example, there are two subskills:
 - 1.A.1 Explain eligibility criteria; and
 - 1.A.2 Explain application process

Each subskill has four small boxes beneath it. These boxes can be used to record:

- a performance evaluation, by supervisors during on-the-job training or by educators at a learning facility, or
- a self-assessment, by learners, trainees and employees.

Major Category	Skill	Subskill	
1. APPLICATIONS	A. Accept Housing Applications	1.A.1 Explain eligibility criteria	1.A.2 Explain application process
		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

The boxes on the chart may be used to perform evaluations or assessments, providing on-going snapshots of an individual's performance over time. There are many ways to rate performance. The following is one example:

Sample Rating Scale

1. individual can perform parts of this skill satisfactorily but requires frequent assistance and/or supervision to perform the entire skill
2. individual can perform this skill but requires periodic assistance and/or supervision
3. individual can perform this skill satisfactorily without assistance or supervision
4. individual can perform this skill satisfactorily and can lead others in performing it

DACUM **JOB DEFINITION**

The Tenant Relations Officer is responsible for maintaining effective relationships between tenants and the Local Housing Organization (LHO). Reporting directly to the Local Housing Organization Manager, the Tenant Relations Officer ensures that all tenants are adequately accommodated within the guidelines of the Northwest Territories Housing Corporation (NWTHC).

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**TENANT RELATIONS OFFICER
DACUM CHART**

FOR THE NORTHWEST TERRITORIES, CANADA

Occupation of Tenant Relations Officer DACUM Chart

Major Category	Skill	Subskill						
1. APPLICATIONS	A. Accept Housing Applications	1.A.1 Explain eligibility criteria	1.A.2 Explain application process	1.A.3 Provide application forms	1.A.4 Assist applicants as required	1.A.5 Review applications		
	B. Determine Applicant Eligibility	1.B.1 Verify income	1.B.2 Verify credit history	1.B.3 Obtain references from Northwest Territories Housing Corporation	1.B.4 Apply point-rating system to applications	1.B.5 Prepare recommendations	1.B.6 Seek board approval	
		1.B.7 Inform applicants of board decision	1.B.8 Place approved applications on wait list	1.B.9 Recommend alternate housing programs				
C. Process Unit Allocations	1.C.1 Identify vacant units	1.C.2 Consult transfer and wait lists	1.C.3 Recommend allocation of units	1.C.4 Seek board approval	1.C.5 Allocate units	1.C.6 Notify applicants of allocation		
	1.C.7 Advise applicants of check-in requirements	1.C.8 Process appeals as required						

Occupation of Tenant Relations Officer DACUM Chart

Major Category	Skill	Subskill					
2. TENANT RELATIONS	A. Process Check-ins	2.A.1 Schedule check-ins	2.A.2 Verify application information	2.A.3 Calculate base rent	2.A.4 Calculate monthly rent	2.A.5 Confirm Northwest Territories Power Corporation account	2.A.6 Collect damage deposit and first month's rent
		2.A.7 Provide copy of lease agreement for review	2.A.8 Explain legal requirements	2.A.9 Provide information on tenant responsibilities	2.A.10 Inspect unit	2.A.11 Demonstrate appliance operation	2.A.12 Identify unit deficiencies
		2.A.13 Complete check-in/check-out forms	2.A.14 Complete tenancy agreements	2.A.15 Inform maintenance of required repairs	2.A.16 Enter information into database	2.A.17 Submit start notices for utilities	
	B. Complete Unit Inspections	2.B.1 Provide notice of inspection	2.B.2 Conduct scheduled inspection	2.B.3 Identify tenant damage and maintenance requirements	2.B.4 Identify housing policy violations	2.B.5 Complete unit inspection forms	2.B.6 Inform maintenance of required repairs
		2.B.7 Verify work order completion	2.B.8 Prepare invoices	2.B.9 Invoice tenant			

Occupation of Tenant Relations Officer DACUM Chart

Major Category	Skill	Subskill					
2. TENANT RELATIONS Cont'd	C. Process Complaints	2.C.1 Accept tenant complaints	2.C.2 Investigate tenant complaints	2.C.3 Report to appropriate authority	2.C.4 Respond to complainant	2.C.5 Take action as required	
	D. Provide Information	2.D.1 Provide information on housing programs	2.D.2 Promote energy conservation	2.D.3 Respond to inquiries	2.D.4 Liaise with affiliated organizations	2.D.5 Refer tenants to other organizations as required	2.D.6 Conduct home visits
		2.D.7 Act as tenant advocate					
E. Provide Basic Counselling	2.E.1 Possess knowledge of basic counselling	2.E.2 Listen to tenant issues (e.g. drug and alcohol)	2.E.3 Recognize your counselling limitations	2.E.4 Inform tenants of available counselling services			
F. Process Check-outs	2.F.1 Receive notices to vacate	2.F.2 Advise tenant of check-out requirements	2.F.3 Schedule inspection	2.F.4 Conduct inspection	2.F.5 Initiate stop processes for utilities	2.F.6 Complete check-in/check-out forms	

Occupation of Tenant Relations Officer DACUM Chart

Major Category	Skill	Subskill					
2. TENANT RELATIONS Cont'd	F. Process Check-outs Cont'd	2.F.7 Identify deficiencies	2.F.8 Identify damages caused by tenant	2.F.9 Submit deficiency list to maintenance	2.F.10 Notify maintenance of required repairs	2.F.11 Obtain repair estimates as required	2.F.12 Provide tenant with repair estimate
		2.F.13 Initiate work orders	2.F.14 Verify completion of work orders	2.F.15 Calculate damage deposit refund statements	2.F.16 Complete invoices		
3. COLLECTIONS	A. Assess Rent	3.A.1 Complete verification forms	3.A.2 Verify income	3.A.3 Calculate rent			
	B. Collect Rent	3.B.1 Accept rental payments	3.B.2 Issue receipts	3.B.3 Secure revenues	3.B.4 Reconcile revenues daily	3.B.5 Complete bank deposits	
	C. Maintain Tenant Ledger Cards	3.C.1 Maintain rental accounts	3.C.2 Maintain tenant damage accounts	3.C.3 Maintain utility accounts	3.C.4 Reconcile payments	3.C.5 Identify arrears	3.C.6 Write collections letters

Occupation of Tenant Relations Officer DACUM Chart

Major Category	Skill	Subskill																			
3. COLLECTIONS Cont'd	C. Maintain Tenant Ledger Cards Cont'd	3.C.7 Recommend write-offs to board	3.C.8 Provide information for audit																		
4. ADMINISTRATION	A. Maintain Board Relations	4.A.1 Possess working knowledge of governance models	4.A.2 Possess working knowledge of selection process	4.A.3 Attend meetings as required	4.A.4 Provide advice																
	B. Perform Administrative Duties	4.B.1 Maintain files	4.B.2 Operate office equipment	4.B.3 Maintain inventory																	
	C. Communicate	4.C.1 Practice active listening	4.C.2 Speak effectively	4.C.3 Demonstrate effective telephone skills	4.C.4 Read legal and business documents	4.C.5 Write business documents															
	D. Administer Policies, Procedures and Programs	4.D.1 Comply with legislation	4.D.2 Implement policies, procedures and programs	4.D.3 Adhere to policies, procedures and programs	4.D.4 Recommend changes to policies, procedures and programs	4.D.5 Apply Conflict of Interest Guidelines															

Occupation of Tenant Relations Officer DACUM Chart

Major Category	Skill	Subskill						
5. LEGAL ISSUES	A. Act On Breach Of Tenancy Agreement	5.A.1 Verify tenant in breach	5.A.2 Make application to rental officer	5.A.3 Receive notification of hearing	5.A.4 Attend hearing	5.A.5 Present evidence	5.A.6 Implement decision	
6. PROFESSIONALISM	A. Possess Personal And Professional Attributes	6.A.1 Demonstrate respect and consideration for others	6.A.2 Demonstrate compassion	6.A.3 Demonstrate friendliness	6.A.4 Demonstrate honesty	6.A.5 Demonstrate fair, equitable and consistent behaviour	6.A.6 Demonstrate courtesy	
		6.A.7 Be assertive	6.A.8 Possess a sense of humour	6.A.9 Demonstrate patience	6.A.10 Maintain confidentiality	6.A.11 Possess analytical skills	6.A.12 Manage stress	
		6.A.13 Possess negotiation skills	6.A.14 Be a team player	6.A.15 Possess conflict-resolution skills	6.A.16 Make decisions	6.A.17 Demonstrate political awareness	6.A.18 Demonstrate cross-cultural awareness	
		6.A.19 Possess knowledge of community	6.A.20 Develop rapport					

Occupation of Tenant Relations Officer DACUM Chart

Major Category	Skill	Subskill											
6. PROFESSIONALISM Cont'd	B. Manage Time	6.B.1 Identify tasks	6.B.2 Prioritize tasks	6.B.3 Schedule tasks	6.B.4 Complete tasks								
	C. Possess Computer Skills	6.C.1 Demonstrate keyboarding skills	6.C.2 Operate word processing programs	6.C.3 Operate spreadsheet programs	6.C.4 Operate in-house programs	6.C.5 Use Internet and e-mail							

DACUM

APPENDIX

LIST OF LEGISLATION AND POLICIES

The following list is offered as a reference for relevant legislation and policies that may apply to this occupation in the Northwest Territories. It is intended as a guide only. The list may not include all relevant items to specific areas and situations.

1. Aboriginal Custom Adoption Recognition Act
2. Access to Information and Protection of Privacy Act
3. Area Development Act
4. Business Corporations Act
5. Business Incentive Policy
6. Business Licence Act
7. Canada Wildlife Act - Federal
8. Canadian Charter of Rights and Freedoms – Federal
9. Canadian Human Rights Act - Federal
10. Charter Communities Act
11. Child Welfare Act
12. Cities, Towns and Villages Act
13. Civil Emergency Measures Act
14. Commercial Tenancies Act
15. Commissioner's Airport Regulations
16. Commissioner's Land Act
17. Commissioner's Land Regulations
18. Community Employees' Benefits Act
19. Community Employees' Benefits Program Transfer Act
20. Conflict of Interest Act
21. Department of Indian Affairs and Northern Development Act - Federal
22. Department of Justice Act - Federal
23. Education Act
24. Environmental Protection Act
25. Evidence Act
26. Financial Administration Act
27. Fire Prevention Act
28. Frustrated Contracts Acts
29. Gwich'in Comprehensive Land Claim Agreement
30. Hamlets Act
31. Indian Act - Federal
32. Indian Oil and Gas Act - Federal
33. Judicature Act
34. Labour Standards Act
35. Land Titles Act
36. Local Authorities Elections Act
37. Mackenzie Valley Resource Management Act - Federal
38. Mine Health and Safety Act
39. Motor Vehicles Act
40. National Housing Act - Federal
41. N.W.T. Housing Corporation Act
42. Northwest Territories Act - Federal
43. Planning Act
44. Privacy Act - Federal
45. Property Assessment and Taxation Act
46. Public Health Act
47. Public Highways Act
48. Public Trustee Act
49. Residential Tenancies Act
50. Safety Act
51. Sahtu Dene and Metis Comprehensive Land Claim Agreement
52. Settlements Act
53. Societies Act
54. Territorial Lands Act - Federal
55. Transportation of Dangerous Goods Act
56. United Nations Act - Federal
57. Wildlife Act
58. Workers' Compensation Act