

## Volunteer Opportunity: Hotline Operator, Tenants' Rights Hotline at New Dawn Enterprises

Do you want to play an active role in educating your community and yourself, and creating a culture of tenant empowerment in the CBRM? New Dawn Enterprises is launching the peer-volunteer-led Tenants' Rights Hotline this fall, serving the CBRM, and we are currently seeking volunteers to work short remote shifts as Hotline Operators. Using a peer-to-peer education method, this project will equip volunteers with resources and information about rental housing laws of Nova Scotia and tenants' rights, so that they can take calls from tenants, answer questions on these topics, and refer tenants to local resources.

**Volunteer Position Title:** Hotline Operator

**Duties/Responsibilities:** Volunteer Hotline Operators will be responsible for answering incoming calls from the public using our wi-fi calling system, and will provide information and resources to tenants who call with questions about their rights, about rental housing policy in Nova Scotia, or how to access tenant resources. Volunteers will be trained to answer questions on topics including leases, rent, evictions, the Nova Scotia tenancy board, and more, and will be provided with a list of local resources to refer to tenants in the CBRM.

**Hotline Volunteer Hours:** Create your own volunteer hours within a window of 8am—9pm, any day of the week. Recommended shift length 2.0 hours.

**Location:** Remote, can work from anywhere that has access to wi-fi.

**For inquiries or to learn more about our projects:** contact Claire Maxwell at [cmaxwell@newdawn.ca](mailto:cmaxwell@newdawn.ca) or visit [cbrmtenants.ca](http://cbrmtenants.ca)

**Apply to become a Hotline Operator:** complete the short volunteer application at [cbrmtenants.ca/hotline](http://cbrmtenants.ca/hotline).

**Onboarding/Training:** Hotline operators will get setup on our Wi-Fi calling system, will participate in training/orientation sessions to acquaint themselves with tenants' rights content, and will be provided with materials to read that you can keep on-hand for reference during volunteer shifts. Volunteers will also be provided with a list of local resources you can recommend to tenants.

**Project Description and Background:** New Dawn Enterprises' Housing Division launched a series of [Tenant Advocacy, Education, and Empowerment projects](#) starting in 2022 with funding from the Community Housing Transformation Centre. The Tenants' Rights Hotline is a part of this series. Visit [cbrmtenants.ca](http://cbrmtenants.ca) for more information about the projects.



Community Housing  
Transformation Centre  
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