



## Job Opening

### Niagara Regional Housing

|                 |                             |                    |                      |
|-----------------|-----------------------------|--------------------|----------------------|
| Job Title:      | Rent Supplement Coordinator | # Required:        | 1                    |
| Job Opening Id: | 20661                       | Division:          | Housing Programs     |
| Business Unit:  | Niagara Regional Housing    | Standard Hours:    | 35.00 / week         |
| Location:       | Thorold, ON                 | Regular/Temporary: | Regular              |
| Full/Part Time: | Full-Time                   | Salary Range:      | \$ 53,975- \$ 63,500 |
| Salary Grade:   | 5                           | Close Date:        | 2018-07-24           |
| Post Date:      | 2018-07-11                  |                    |                      |

Currently position and salary are under review

#### JOB SUMMARY

Responsible for managing the delivery and administration of the Rent Supplement Program for Niagara Regional Housing, negotiating new agreements, renewals and annual market rents with private sector landlords. Ensure compliance with the Rent Supplement Agreement and subsidy payments to landlords are timely and accurate.

#### EDUCATION

- Diploma from a 3-year college program in Business Administration, Social Services or other related field
- Requires valid class G license and use of a vehicle

#### KNOWLEDGE

- Experience in property management and/or rental real estate related environment (at least 12 months experience is preferred)

#### SKILLS

- Possess strong communication skills
- Course/certificate Rent-Geared-to-Income (RGI) training preferred
- Knowledge in all relevant legislation including Housing Services Act, Residential Tenancy Act, Freedom of Information and Protection of Privacy Act and the Ontario Human Rights Code preferred
- Bilingual English and French is considered an asset

#### KEY RESPONSIBILITIES

1. Providing contract administration for the Rent Supplement Program, such as negotiating renewals, assessing and securing suitable private rental landlords, including but not limited to:

- Negotiating new Rent Supplement Agreements, renewals, annual market rents, vacancy restoration charges and unit additions/deletions with private sector landlords
- Ensuring Niagara Regional Housing and rent supplement landlord complies with agreements and program policies, and provisions
- Inspecting current and/or potential rent supplement properties to ensure buildings are being maintained to an acceptable standard
- Reviewing tenant/applicant concerns and/or complaints with the rent supplement landlord and tenant or applicant, including mediation when warranted

- Inspecting vacant rent supplement units where the landlord is requesting reimbursement for damages caused by the former tenant including damage verification, repair estimates and negotiating reimbursement terms
- Authorizing reimbursement by Niagara Regional Housing to the landlord for willful damage and/or negligence on the part of the former tenant and other pertinent costs

2. Reconciling billing for all rent supplemental allowance housing programs, such as bill payments and balancing budgets, including but not limited to:

- Verifying and approving rent supplement payments to landlords and ensuring monthly payments are issued on time
- Preparing, analyzing and interpreting rent supplement status and activity reports, and provide assessments and recommendations to the Program Supervisor and Manager Housing Programs where appropriate
- Connecting with Niagara Region to issue payments on behalf of Niagara Regional Housing
- Ensuring the tenant portion of payments is calculated correctly as part of Niagara Regional Housing portion of payment to specific landlords, in accordance with the respective agreement in place with the landlord

3. Providing Rent-Geared-to-Income administration and rent supplement administration, including but not limited to:

- Reviewing for potential approval of all rent supplement tenant initial and annual rent calculations while ensuring that tenants have provided all required documentation
- Ensuring the continued eligibility of rent supplement households in accordance with program guidelines and directives
- Receiving and processing all reported changes in household circumstances, recalculating rental assistance as necessary

#### WORKING CONDITIONS

- Visual concentration required for reading, correspondence, reports and use of a computer for nearly all responsibilities
- Generally sedentary at a desk
- May be exposed to unsanitary environments

Let us know why you would be an excellent team member by submitting your online application. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.

#### HOW TO APPLY

Interested applicants are requested to forward their application/resume, clearly marked as Job Opening # 20661 – Rent Supplement Coordinator, to Human Resources before the posting close date.

For your convenience you may use one of the options noted below:

- e-mail to [myHR@niagararegion.ca](mailto:myHR@niagararegion.ca), OR
- Fax to (905) 641-2232, OR
- Delivery or mail to myHR Reception Desk at:

Niagara Region, Human Resources - Campbell West  
 1815 Sir Isaac Brock Way  
 Thorold ON L2V 4T7