



Rent Relief Fund Case Management Support Worker Job Description

Organization: Manitoba Non-Profit Housing Association

Reports to: Program Manager

The Manitoba Non-Profit Housing Association (MNPHA) supports its members to build a thriving, sustainable non-profit housing sector in Manitoba through providing our members valuable programs and services; developing the capacity of the Non-Profit Housing sector; advocating on behalf of members, and; building partnerships within the non-profit housing sector and with other sectors that support resilience, relevance, and innovation. MNPHA is implementing a new Rent Relief Fund in Manitoba, providing no interest, accessible loans to low-mid income renters who are in need of support with arrears, deposits, and other resources to help maintain or access housing.

Position Summary

This is a term position that will provide intake, assessment, and resource connection support to people accessing the Rent Relief Fund. This position will work closely with the Program Manager and as part of a small team. The Rent Relief Fund Case Management Support Worker will have excellent and assertive written and verbal communications with a wide range of audiences, be resourceful and detail-oriented, and able to work well both independently and within a small team.

HOURS: Flexible, with minimum 32 and up to 40 hours weekly; Weekdays within a planned schedule which could be office hours within an 8:00 a.m. to 7:00 p.m. window, based on preferred schedule.

WAGE: \$17-\$20/hour depending on experience

DETAILS: Mostly remote work, with in-person training and some required days at office based in downtown Winnipeg. Must have cell phone (phone calls will use a voice-over-IP application and therefore requires internet) and good internet access available for remote work. The position is term until March 31, 2023, with possibility of an extension should funding be renewed.

Tasks and Responsibilities

Communications and Client Services

- Provide a first point of contact to people accessing or asking questions about the Rent Relief Fund both through phone and e-mail communications
- Assist with applications for the program, including asking follow-up questions, gathering required documentation from client and other sources (e.g. landlord), and responding to questions
- Assess information and provide recommendation regarding loan to Program Manager, and communicate results to client
- Provide referrals and information about resources to clients and potential clients such as information about financial support, landlord and tenant mediation, and basic needs





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- Mediate and liaise with landlord and utility providers to promote housing sustainability for client
- Develop payment agreements with clients, and follow-up on missed payments where necessary to encourage financial accountability and empowerment

Documentation and Administration

- Enter information and documentation accurately into information systems for loan processing, tracking, and reporting

Qualifications and Skills

You are:

- Flexible and resourceful: you enjoy finding resources, and establishing new connections
- Non-judgemental and kind: you can communicate respectfully and clearly to people in need of support, to assess eligibility and appropriate referral without judging the individual
- Organized and detail oriented: you are able to follow procedures and gather required documentation appropriately, to file as needed. You like checklists and filling in forms! The caseload for the Rent Relief Fund is high, you are able to keep track of hundreds of clients to ensure they receive good, responsive services
- Communicative: you have experience in assertive communication by phone and e-mail to a wide range of clients. You share information directly, and ask questions to collect required information.
- Collaborative: you develop constructive, productive, and sustainable relationships with colleagues, collaborators/associates, partners
- Enthusiastic about supporting people in need of housing assistance

Applications will be reviewed as received, and the position will start ASAP. To apply, please send resume and cover letter detailing the relevant experience and/or training that will make you a good candidate for the position to Monique Brunger, Program Manager at rentrelief@mnpha.com

Manitoba Non-Profit Housing Association is committed to representing diversity among our staff and volunteers. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply.

Thank you

