



Rent Relief Team Lead Job Description

Organization: Manitoba Non-Profit Housing Association

Reports to: Rent Relief Program Manager

Position Summary

As part of a small team and in collaboration with partners in the housing and homelessness sectors, the Rent Relief Team Lead is responsible for the ongoing implementation, process improvements, and case management team development the *Rent Relief Fund*, established to support people who are at risk of losing housing or in need of financial support to attain housing through no interest low barrier loans.

HOURS: 40 hours weekly; Mostly weekdays with occasional evening or weekend; flexibility around remote work and scheduling with a minimum one day per week in the MNPHA office

DETAILS: The position is a 13-month contract position, funded through a project grant with the possibility of extension should funding be available.

A computer and other small office equipment as needed is provided for remote work; employees are expected to have high speed internet service and to use their own phone/computer for work calls using a voice-over-IP application. Employees must be fully vaccinated

SALARY: \$49,000-\$53,000 annually with 3 weeks paid holidays; health benefits and 5% matched RRSP provided after 6-month probation period

Tasks and Responsibilities

Monitor, assess and improve rent relief fund processes and procedures

- Create and improve systems for tracking loans
- Implement required case management technology needs
- Ensure records are maintained accurately and appropriately
- Collate data for reporting as required to RRF stakeholders and for systems improvements

Mentor and support case management staff team

- Develop strengths of team and identify and assist in resolving challenges
- Mentor and support case management staff with difficult cases, including seeking and/or developing training and resources
- Assist in development of team goals and evaluate progress
- Approve loans based on recommendation from Case Management Support Workers and ensure all documentation is complete and accurate
- Review database regularly and identify where follow up is needed or staff motivation is required
- Ensure smooth transitions and effective communication within team

Coordinate and Document Resource Information

- Document and share resources and information to improve case management practices
- Develop and maintain partnerships for referrals and resource additional supports connections for case managers and clients



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- Identify opportunities to promote and educate audiences about the fund and track outcomes of the promotion
- Represent MNPHA on Rent Relief Advisory Committee, National Rent Bank Coalition and other committees related to rent relief funding

As a new program under development and as a pilot with two-year funding, the staffing structure and program model may evolve. Other duties and roles may be added or adjusted over time.

Knowledge and Experience

- Minimum 5 years in human or health services, ideally at a level responsible for program improvement or team leadership
- Extensive experience working in a small team environment, experience in a leadership capacity and working in remote environments are an asset
- Understanding of business and service processes associated with non-profit organizations
- Knowledge of community resources for people experiencing income or housing challenges
- Demonstrated ability to create effective referral processes with partners in the community
- Intermediate or higher level knowledge and experience with Microsoft Excel, which is currently used to track applications and data for reporting

Skills and Expectations

- Adept Communicator: Ability to prepare written reports, emails and develop other professional communication materials in a timely, concise, and accurate manner
- Collaborative: you develop constructive, productive, and sustainable relationships with colleagues, collaborators/associates, community partners, MNPHA members, and government representatives. You have skills in emotional intelligence and make an effort to empathize with colleagues and stakeholders. You can engage stakeholders with diverse and at times competing interests to work towards a common agenda
- Goal-oriented and task-driven: you thrive in an independent work environment, can deliver on targets, and have strong organizational skills
- Attentive: you are calm and focused; you provide responsive, strategic, and high quality advice to your colleagues, can review and assess information objectively, and seek support and outside advice yourself as needed. You have a proven ability to teach and coach others – as well as problem-solve in a non-threatening, supportive, reflective and professional manner

Apply by February 4, 2022, interviews will be held in the week of February 7, 2022 with the position to start as soon as possible after the candidate is selected. 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