



## **Rent Relief Housing Stability Coordinator Job Description**

**Organization:** Manitoba Non-Profit Housing Association

**Reports to:** Director of Programs

The Manitoba Non-Profit Housing Association (MNPCHA) 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. MNPCHA 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**

The Rent Relief Housing Stability Coordinator assists participants in applying for the Rent Relief Program. They provide intake, assessment, and resource connection support to people accessing the Rent Relief Fund. This position will work closely with the Director of Programs and Program Coordinator and as part of a small team. The Rent Relief Fund Housing Support Coordinator 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:** 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:** \$20-\$25/hour depending on experience

**DETAILS:** This is a term position for a period of 18 months. The position requires remote work, with in-person training and a minimum of two-days per week 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.

### **Tasks and Responsibilities**

#### **Communications and Participant Services**

- Review applications for the Rent Relief Fund and follow up with participants to provide support.
- Mediate and liaise with landlord and utility providers to promote housing sustainability for participants
- Follow-up with participants at various intervals to assess impact of program and determine if they require additional supports and/or referrals
- Assess information and provide recommendation regarding loan to Program Coordinator, and communicate results to participant
- Provide referrals and information about resources to participants and potential participants such as information about financial support, landlord and tenant mediation, and basic needs
- Develop payment agreements with participants to encourage financial accountability and empowerment
- Follow-up with participants at various intervals to assess impact of program and determine if they require additional supports and/or referrals



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### Documentation and Administration

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

### Knowledge and Experience

- Minimum 3 years in human or health services
- Extensive experience working in a small team environment, experience 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

### Skills and Expectations

- Flexible and resourceful: must enjoy finding resources, and establishing new connections
- Non-judgmental, kind and empathetic: must communicate respectfully and clearly to people in need of support, to assess eligibility and appropriate referral without judging the individual
- Organized and detail oriented
- Excellent communication: must have the ability to communicate well both in writing and verbally
- Goal-oriented and task-driven: must do well as a team player as well as working well independently within a remote environment
- Well organized: must be able to prioritize tasks and responsibilities and pivot when needed

***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.***

Please submit a cover letter and resume to Cheryl Krostewitz, Director of Programs, at [programs@mnpha.com](mailto:programs@mnpha.com)

Please note that applications without a cover letter will not be considered.

Resumes will be reviewed as received.