Rent Relief Fund – Housing Stability Coordinator
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
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. They will also perform the triage function on a rotational basis with other team members to provide first point of contact, collect documentation, and assess program eligibility. This position will work closely with the Director of Programs and Program Manager 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 with a planned schedule within an 8:00 a.m. to 7:00 p.m. window, based on preferred schedule.

WAGE: $20-$23/hour

DETAILS: The position is a 12-month term position, with potential for extension. It is a hybrid position with remote work and a minimum of two-days per week at the office based in downtown Winnipeg. Training will require full-time presence in the office for 2-3 weeks. 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

- Provide a timely* 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, ensuring applicants understand program eligibility and expectation, including asking follow-up questions to ensure applicants are eligible • Gather required documentation from participant
- 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 Develop payment agreements with

*The Rent Relief Fund's goal is to have all participants receive a first contact within 2 business days of applying. The Triage Coordinator plays a vital role in the realization of this goal.

participants, and follow-up on missed payments where necessary to encourage financial accountability and empowerment
- 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
- Monitor dashboards to ensure pick-up timelines are within program goals.
- 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

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

Knowledge and Experience
- Minimum 3 years in social services
- Experience working in a small team environment, experience working in remote environments are an asset
- Understanding of service processes associated with non-profit organizations
- Knowledge of community resources for people experiencing income or housing challenges
- Demonstrated ability to interact in 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 Bailey Wall, Program Manager, at programmanager@mnpha.com

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

Resumes will be reviewed as received.