Aunt Leah's

JOB POSTING

Rent Subsidy Officer

Make a Difference in Housing Stability at Aunt Leah's!

Are you passionate about housing stability and making a meaningful difference in the lives of young people and families? Aunt Leah's is seeking a compassionate, organized, and detail-oriented Rent Subsidy Officer to support foster youth, former foster youth, and mothers experiencing housing instability in accessing and maintaining safe, stable, and affordable housing.
In this role, you'll oversee the administration of rent subsidies, support participants throughout the subsidy process, maintain accurate records, and collaborate with housing providers and community partners to connect participants with available housing resources. Your strong organizational, communication, and problem-solving skills will help ensure subsidies are administered effectively while supporting participants in building greater housing stability.

Reports To: Link Program Coordinator

Salary: $25.17/hr.

Qualifications:

- Minimum of 2 years of relevant experience in housing services, rent subsidy administration, social services, or a related field
- A degree or diploma in relevant field such as social services, administration, or a related discipline
- Previous experience in housing assistance or social services within the non-profit sector is an asset
- Knowledge of B.C housing subsidy programs

Requirements:

- Undergo & maintain a satisfactory Criminal Record Check and Local Police Check
- Follows the Code of Conduct and Confidentiality Agreement
- Standard First Aid
- Advocacy skills and experience
- Adheres to the Society's Code of Ethics
- Follows Aunt Leah's Practice Guidelines
- Maintains appropriate professional boundaries when working with participants, colleagues, and community partners

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Knowledge, Skills and Abilities:

- Excellent oral and written communication skills, empathetic inquiry, and relationship-building skills
- Strong problem-solving and analytical skills; efficient time and task management skills
- Attention to detail and ability to maintain accurate records
- Familiarity with data analysis and case management techniques
- Competence in decision-making and problem-solving
- Knowledge of the non-profit sector
- Proficiency with computer database
- Excellent report-writing skills
- Empathy and compassion toward persons with multiple barriers
- Ability to receive, provide, and respond effectively to feedback
- Experience in developing programs, policies, and procedures
- Multicultural sensitivity and awareness

Key Duties and Responsibilities:

1. Rent Subsidy Administration

- Assess participant eligibility based on established criteria and guidelines.
- Review eligibility for additional subsidy programs, including MCFD and Reaching Home rental subsidies.
- Process applications, verify participant information, and calculate subsidy amounts.
- Conduct periodic and annual reassessments of eligibility and subsidy amounts.
- Maintain and manage the rent subsidy waitlist by keeping participant information current, monitoring eligibility and funding availability, and communicating application status as appropriate.

2. Financial Administration and Monitoring

- Coordinate with the Finance Department on rent subsidy distributions and reconciliation.
- Complete and submit cheque requests for rent subsidy payments.
- Monitor subsidy expenditures to ensure compliance with approved budgets.
- Manage participant-related purchases, receipts, and expense documentation in accordance with Society policies and budget guidelines.

3. Participant and Landlord Relations

- Conduct monthly check-ins with subsidy recipients and landlords by phone or email to monitor housing stability and address subsidy-related concerns.

4. Housing Coordination and Collaboration

- Collaborate with local housing authorities, youth-serving organizations, and community partners to coordinate subsidy programs and identify additional housing resources.
- Participate in regular meetings with the Vancouver and Surrey Coordinated Access teams.
- Work collaboratively with internal programs and the Link Program Coordinator to support participant success.

5. Records Management and Reporting

- Maintain accurate and up-to-date participant records, case notes, reports, and outcome tracking.
- Ensure participant information is accurately recorded in BC Housing HIFIS and Housing Connections databases.
- Maintain secure data systems that support appropriate information sharing within the Housing Department while prioritizing participant privacy.

6. Policy Compliance and Professional Development

- Stay informed about changes to housing subsidy programs, government policies, and applicable regulations.
- Maintain participant confidentiality and adhere to Aunt Leah's policies, Code of Ethics, and Practice Guidelines.
- Participate in meetings, staff development, and organizational events as required.

7. Organizational Participation and Health & Safety

- Attend Aunt Leah's events as directed by the supervisor, which may include participant recreational overnight trips, day trips, and workshops.
- Maintain a safe, welcoming, and organized work environment by following organizational health and safety policies and participating in required emergency procedures.
- Participate in crisis response as required.

Physical Demands

- Occasionally lift and move items weighing up to 20 pounds.

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Working Conditions:

- This is a full-time position working 37.5 hours per week, 7.5 hours a day Monday to Friday
- This position works primarily at Aunt Leah's 816-20th Street, New Westminster office
- This position includes sitting at a desk using a computer; and may include some occasional physical work moving objects weighing up to 50lbs.

Living Wage Employer: As a certified living wage employer, we are committed to compensating our employees a living wage that allows working families to support the healthy development of their children and participate in the social, civic, and cultural lives of their communities. Embracing a living wage policy aligns with our Strategic Goals and provides our staff a great place to work.

We Offer: A comprehensive benefits package that includes dental, extended health care including vision care and prescription, RRSP matching, generous vacation and personal time package, and an employee discount at our Thrift Store.

To Apply: Please use the application link provided in this posting.

We appreciate all applications; however, only candidates selected for an interview will be contacted.

We strongly encourage applications from individuals of all gender identities and expressions, sexual orientations, visible minorities, Indigenous persons, and persons with disabilities who are interested in supporting our mission and mandate.