



The vision of the **Cowichan Housing Association (CHA)** is that all citizens in the Cowichan Region have adequate, safe, affordable housing that aids in promoting a sense of belonging in their community. A central purpose of the society is to address the housing needs of low-income individuals and families and all vulnerable populations living in the Cowichan Region.

Housing Loss Prevention/Rent Bank Coordinator

CHA is currently seeking a Housing Loss Prevention Coordinator to provide services to individuals at risk of losing their housing. The Housing Loss Prevention Coordinator is responsible for administration and coordination of the Cowichan Rent Bank and Emergency Assistance programs. The key functions for this position:

Housing Loss Prevention Duties & Responsibilities:

- Provide ongoing information and referral services to individuals seeking assistance regarding housing and tenancy issues.
- Work directly with individuals to provide emotional support, develop skills and access resources to increase individuals' capacity to acquire housing successfully, with focus on the strengths and capacities of the individuals.
- Assist in facilitating individuals' access to services within the community and supports access to resources to meet individuals' goals.
- Work in a collaborative practice model with community agencies and resources.
- Where able, enhance community collaboration and partnership to enhance homelessness support services, regional service coordinator and in the provision of education to address issues of stigma and a lack of sensitivity related to cultural diversity.
- Identify private housing options and establish relationships with landlords to address the current and potential housing needs of individuals accessing Housing Loss Prevention through CHA.
- Identify current/emerging trends and underlying causes of housing loss within the service area and tracks related data to inform future activities of CHA.
- Administer the Emergency Assistance program, responsible for intake, assessment and follow-up of applicants.

Rent Bank Duties & Responsibilities:

- Addresses inquiries related to the Rent Bank Program from the local community.
- Assesses whether people making inquiries meet the qualifications for a loan.
- Reviews Pre-Assessment Forms and contacts all applicants for notification/follow up.
- Provides appropriate referrals to other services within the local community including legal, health/nutritional and income supports.
- Liaises with the Ministry of Social Development & Poverty Reduction staff and BC Rent Bank staff as needed.
- Provides Loan Application packages to eligible applicants and supports people in the Loan Application process.
- Reviews submitted Loan Application packages and conducts follow up with the applicant/s, landlords, employers, and other service providers, when needed.
- Meets with the Loan Review Committee to present completed Loan Applications for review.
- Meets successful applicants to negotiate, review terms and issue funds.
- Processes loan payment deferrals and follows up on missed loan payments.
- Maintains program statistics, reports, and case management information in an accurate and timely manner.
- Attends BC Rent Bank meetings, training and seminars as required.

Qualifications:

- A related undergraduate degree from a recognized post-secondary institution or a two-year diploma plus extensive experience in a related field may also be considered.
- Or related experience of 2 years or an equivalent combination of education, training and experience or other qualifications determined to be reasonable and relevant to the level of work.
- Experience providing services for at-risk and/or marginalized populations is an asset.
- Ability to function effectively in fast paced, crisis situations is required.
- Sound knowledge of community resources and methods of access.
- Working knowledge of the Residential Tenancy Act (i.e., process, legislation, etc.)
- Ability to build and maintain professional, confidential relationships with individuals with multiple, complex needs/challenges.
- Awareness and sensitivity to issues of cultural diversity.
- Strong problem solving and conflict resolution skills.
- Excellent oral and written communication skills, strong time management skills and proficiency in basic computer skills and software.
- Previous experience working with tenant support services, non-profits, or in the social service sector considered an asset.

Start Date:

- Immediately

Hours of Work:

Full-time, 35 hours per week with a flexible schedule, including some weekend and evening work. The schedule and hours are subject to funding and may change based on the community needs.

Conditions of Work:

Ability to perform the requirements of the job, which include working independently with individuals of varying needs within the community.

Reports to:

Shelley Cook, Executive Director, Cowichan Housing Association.

Interested parties may respond by contacting Cowichan Housing Association at admin@cowichanhousing.com or by calling 1-250-597-1938.