

Position Title: Affordable Housing Program Administrative Coordinator

Department: Housing

Reports To: Housing Programs Manager

Purpose

To provide administrative assistance and support for the Affordable Housing Program, specifically the Ontario Priority Housing Initiatives (OPHI), Investment in Affordable Housing (IAH), Community Homelessness Prevention Initiative (CHPI) and other federal/provincial housing programs by providing information and promoting the programs, responding to inquiries about the programs, assessing applications received and ensuring documentation requirements are met, recommending approval of applications. Drafting housing practices, guidelines and policies for approval and implementation.

Responsibilities

Administer and Assist with the Ontario Priority Housing Initiatives (OPHI), Investment in Affordable Housing and Community Homelessness Prevention Initiative (CHPI):

- Provide detailed knowledge of all aspects of the Ontario Priority Housing Initiative: Homeownership, Rent Supplement and Ontario Renovates and the Community Homelessness Prevention Initiative, specifically the Sustainable Housing Benefit program.
- Coordinate the promotion of programs and ensure public is aware of the programs and who qualifies for assistance
- Inputs and updates the Provincial database for tracking the Investment in Affordable Housing Program and OPHI.
- Answer phone inquiries and provide detailed information of all programs
- Assist applicants in completing applications and verifying information/recommend applicants for eligibility.
- Coordinates and provides letters of program approval to tenants, landlords, OW and ODSP workers and homeowners.

- Provide follow up for landlords, applicants and homeowners for outstanding program requirements.
- Data collecting of stats for Housing Programs
- Assist Ontario Renovates Program to complete application and verify documents related to homeownership, taxes and insurance.
- Assist with applications, gathering information, determining eligibility and making recommendations for the Sustainable Housing Benefit.
- Front Office Counter Coverage - Assist with public inquiries by phone and in person regarding Grey County Housing, and forward requests to the appropriate staff member.
- Perform other duties as assigned.

Working Conditions

Usual hours of work are 35 hours per week; core hours are 8:30AM to 4:30 PM. Some overtime is required to cope with deadlines, peak periods, attend meetings and unexpected situations that arise within the services provided.

Discretion, tact, and diplomacy required in assessing applicants.

Contacts

Internal Working Relationships

Receives direction and guidance from the Housing Programs Manager. In contact with other county housing staff, Waitlist Coordinator and Ontario Works Managers regarding departmental issues. Continual contact with Supervisor to receive direction and ensure consistent direction and compliance with program guidelines.

External Working Relationships

There is regular contact with community groups and social agencies. Some contact with law offices, banks and real estate agencies for the Homeownership Program. Contact with applicants, Landlords and Providers under the Investment in Affordable Housing Program.

Knowledge and Skill

- Post-secondary education college level in social services or business administration combined with three years work experience in public service or social services area.
- Knowledge of the Social Housing legislations and polices; and Housing Department policies, social housing principles, policies and programs and working knowledge of clients receiving services by the programs offered by the Housing Department.

- Excellent interviewing, interpersonal and analytical skills to administer the housing programs and recommend approval of applications.
- Detailed knowledge of the Ontario Priority Housing Initiatives to administer the programs to aid with applications and eligibility.
- Computer skills in word processing and data base management for correspondence, drafting guidelines, work practices and policies and to input, track and update applications for programs.

Impact of Error

Failure to promote and administer the Ontario Priority Housing Initiative would result in failure to maximize available funds allocated under this program. Failure to process subsidy payments in a timely manner could result in legal problems regarding the rental & supportive program, the loss of landlords willing to participate in the allowance program and to meet deadlines for the sale of property to the successful proponents under the homeownership program.