



THE AGENCY  
FOR CO-OPERATIVE  
HOUSING

L'AGENCE  
DES COOPÉRATIVES  
D'HABITATION

## Job Posting

### The Agency for Co-operative Housing

The Agency for Co-operative Housing administers the operating agreements of 550 not-for-profit housing co-operatives in PEI, Ontario, Alberta and British Columbia on behalf of Canada Mortgage and Housing Corporation. A non-governmental organization, the Agency is based in Ottawa with regional service delivered from Toronto, Calgary and Vancouver.

Work Location

Flexible

#### **Rental Assistance Officer Full-time (37.5 hours per week)**

Reporting to the Manager, Rental Support Programs, the Rental Assistance Officer introduces client housing co-operatives to the Rental Assistance Program (FCHI-2), responds to their enquiries and assists them, as needed, in using the Agency's on-line system to calculate assisted housing charges and track actual and projected rental-assistance use. The Officer reviews annual assistance reconciliations and processes requests for increases in the monthly assistance disbursement. They conduct an annual compliance review for each client and follow up on any compliance variances. As needed, they conduct on-site reviews of clients' management of the Rental Assistance Program.

The Officer receives clients' Action Plans, reports and plan updates. They prepare an annual risk assessment for each client, follow up on any health and safety concerns identified through periodic inspections of the client's property and issue the Annual Health Check suite of client reports.

The preferred candidate has

- a post-secondary degree or diploma
- good working knowledge of rent-geared-to-income housing programs and of the operation and management of housing co-operatives
- superior attention to detail
- demonstrated aptitude for working with numbers

- A strong customer-service orientation
- excellent oral and written communication skills, including the ability to explain policy and technical matters to non-experts
- demonstrated ability to listen carefully and interact respectfully, patiently and empathetically with clients
- proven proficiency in software applications in general use within the Agency
- time-management skills and the ability to set priorities
- ability to work independently and as part of a team

Bilingual is an asset (English and French).

Salary: Commensurate with experience.

The Agency for Co-operative Housing is committed to employment equity and encourages applications from all qualified candidates. Upon request, we will arrange accommodation for out-of-town candidates being interviewed.

If this position interests you, please send your resume in confidence to Sirikit Moreau at [smoreau@agency.coop](mailto:smoreau@agency.coop). We will contact only the candidates we wish to interview.