

Non-Union

Job Title	: Affordable Housing Program Administrator		
Job Opening Id	: 42931	# Required	: 1
Business Unit	: Community Services	Division	: Housing Services
Location:	: Headquarters Campbell East	Standard Hours	: 35.00 / week
Full/Part Time	: Full-Time	Regular/Temporary:	: Regular
Salary Grade	: 4	Salary Range	: \$ 75,820.00 - \$ 89,200.00
Post Date	: 2025-07-11	Close Date	: 2025-07-24

IMPORTANT NOTICES AND AMENDMENTS

This position currently falls within our hybrid model, allowing the employee to typically work a minimum of 50% of your time at your regular work location and the other 50% of time at home.

As an employer of choice, Niagara Region offers competitive salaries and benefits, a defined benefit pension plan, a corporate wellness centre, access to the Employee and Family Assistance Program (EFAP), mentorship and training programs, employee recognition programs, and more. In addition, the Region recognizes the value of having flexible work arrangements to support better work-life balance for our employees. Hybrid work arrangements may vary from one employee to another and may also differ in the number of remote workdays. These opportunities remain subject to the alignment of operational needs, business requirements, and customer service expectations.

ABOUT US

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, Diversity, Equity and Inclusion - Niagara Region, Ontario or email related questions to

diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.ca

For the Region's full employee equity statement, Working at Niagara Region - Niagara Region, Ontario.

Don't have every qualification?

You may be hesitant to apply if you do not have every qualification listed in the posting. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds and varying levels of experience and education to apply. Our recruiters will evaluate your suitability for the role.

Please note that for unionized roles, we must follow collective agreement requirements. However, we encourage all interested candidates to submit their applications. We believe success in a role can extend beyond meeting every single requirement.

JOB DESCRIPTION

Job Summary

Salary Pending Review

Reporting to the Funded Program Supervisor, the Affordable Housing Programs Administrator is responsible for overseeing the administration for various affordable housing programs, ensuring proponents of new developments and housing providers participating in rent benefit programs are in compliance with funding agreements, legislation and Niagara Region Housing Services policies/standards, and further providing direction, clarification and guidance to all relevant invested parties. This role is also responsible for providing direction, support, and guidance for complex Rent Geared to Income (RGI) reviews.

Education

- Post-secondary degree in Public Administration, Social Sciences, Business Administration, Accounting, or related field, or an equivalent combination of education, training, and experience
- Rent-Geared-to-Income (RGI) Certification through recognized institutions (e.g. Ontario Non-Profit Housing Association).
- Accreditation in property management from a recognized institution such as Institute of Housing Management (IHM) is an asset

Knowledge/Experience

- 3 to 5 years of progressive experience in the areas of program compliance, policy development, interpreting and applying legislation
- At least 3 years experience performing eligibility reviews in a human services environment
- Strong Investigative, analytical, communication and problem-solving skills
- Comprehensive knowledge of Housing Services Act, Residential Tenancies Act, privacy legislation (MFIPPA and PIPEDA) and related acts
- Experience developing and implementing process improvements, Lean Six Sigma training would be considered an asset

Responsibilities

Compliance and Operational Auditing – Plan and conduct compliance and risk/audit reviews to ensure compliance with funded program guidelines (30% of time):

- Lead, coordinate and conduct operational RGI audits on housing providers participating in rent supplement or other funded programs to ensure compliance with service agreements, legislation and housing services policies.

- Conduct operation reviews/audits on proponents who developed projects under various affordable Housing Programs funded through contribution agreements and/or under Municipal Housing facility Agreements to ensure compliance with program and agreement requirements
- Prepare clear and concise written review reports on findings of reviews, citing legislative references, funding or agreement requirements, comments, directions and recommendations on process improvements.
- Formulate and revise reporting templates, communicate deadlines and audit submissions
- Communicate report findings to boards, housing providers, and other invested parties
- Review and monitor provider responses to reports and implementation status to ensure compliance with directions.
- Address areas of non-compliance with funded programs supervisor when all resolution avenues have been exhausted

Supports affordable housing programs and solution development. (30% of the time)

- Responsible for ensuring annual reporting requirements are completed for all providers that received funding through various affordable housing programs.
- Providing oversight, clarification, guidance and direction to affordable housing providers on requirements per funded program guidelines and municipal housing facility agreements
- Creates/revises Standard Operating Procedures (SOPs) to support compliance related programs and activities
- Maintain records of all documentation related to funded affordable housing program providers, ensuring compliance with retention guidelines
- Analyze outcomes of audits/reviews to identify common issues, problems and trends
- Act as Niagara Region Housing Services Appeals committee. Review and analyze appealable decisions with regards to RGI calculations and eligibility, occupancy standards and local priority groups, using local rules and relevant legislation to decide whether the decisions are upheld or overturned

Provide direction, support, and guidance for complex Rent Geared to Income (RGI) reviews (30% of time: (15% of time):

- Receive referrals for complex RGI eligibility reviews that require additional follow up outside of normal review process
- Review and provide direction/guidance to staff and housing providers on appropriate actions to take on complex eligibility decisions incorporating Provincial Legislation, Regulations, Departmental policies and practices, legal precedents and the uniqueness of individual circumstances
- Requests information from all available sources such as, Social Assistance, municipal governments, banks, employers and witnesses.
- Ensuring that all relevant information and documentation is available to complete a thorough review
- When required, completing fair and unbiased internal reviews of applicant/tenant's eligibility for social housing program and clearly summarizing the reason for the outcome/decision
- Communicating formally and informally with social housing providers and tenants/members throughout a review and advise appropriate parties when opportunities to comment and decision are issued
- Provide information, conduct interviews, and submit written recommendations regarding a tenant with an extra individual in the house, or additional income not declared
- Responding to inquiries concerning eligibility reviews, social housing directives and Housing Services and Ministry of Housing policies

Provide program administration, including but not limited to: (10% of the time):

- Ensuring former households in arrears repayment agreement remain in compliance with agreements
- Provide RGI training and education to internal and external staff and invested parties as required.
- Acting as a team resource for rent supplement team, and support to Funded Program Supervisor in the delivery of affordable housing programs

Other Duties as Assigned

Special Requirements

- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.
- Must maintain ability to travel in a timely manner to other offices, work locations or sites as authorized by the Corporation for business reasons.

HOW TO APPLY

To view the full job description and requirements, visit our Careers page - **Job Opening # 42931**

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges...today!

Let us know why you would be an excellent team member by submitting your online application **no later than July 24, 2025, before midnight** by visiting our 'Careers' page at www.niagararegion.ca. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.