
CUPE 1287

Job Title	: Rent Supplement Analyst		
Job Opening Id	: 42989	# 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:	: Temporary
Salary Grade	: 9	Salary Range	: \$ 30.70 - \$ 32.45
Post Date	: 2025-07-16	Close Date	: 2025-07-22

Temporary Duration

Approximate Duration: 18 months

Important Notices & 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

Responsible for placement of units under all rent supplement programs, verification of applicant information, ensuring continued eligibility and suitability of tenants. Also Responsible for tenancy administration, including timely rent-geared-to-income (RGI) rent calculations for households under all rent supplement programs, preparing notices of rent increases/decreases, and contacting tenants as required.

QUALIFICATIONS

EDUCATION

- 2-year post-secondary diploma in Social Services, Business, or other related field

KNOWLEDGE/EXPERIENCE

- At least 2 years of administrative experience in a fast-paced computerized office environment within a human services environment providing customer service to clients.
- Course/certificate Rent-Geared-to-Income (RGI) training
- All relevant legislation including the Housing Services Act, Residential Tenancy Act, Freedom of Information and Protection of Privacy Act, and the Ontario Human Rights Code

SKILLS

- Yardi or related property management and wait list software
- Possess strong written and verbal communication skills
- High level of customer service working with vulnerable populations
- Excellent evaluation and judgement skills
- Bilingual English and French preferred

SPECIAL CONDITIONS

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate

RESPONSIBILITIES

Completing tenancy administration, such as preparing declaration packages and rent calculations in accordance with legislative requirements, local policies/procedures and guidelines, including but not limited to: (70% of time)

- Calculating Rent-Geared-to-Income for new and existing tenants
- Verifying income source documents
- Confirming tenant ongoing eligibility on an annual basis; advising tenants of their right to appeal and the appeal procedures
- Preparing and initiating changes/amendments to the tenant's RGI rent and advising the tenant and private rent supplement landlord of the changes
- Processing forms and correspondence to tenants and rent supplement landlords pertaining to rent increases/decreases in accordance with Housing Services Act
- Updating and maintaining an effective tracking system to ensure all household annual reviews are sent, completed and received within appropriate time frames
- Updating the Yardi database with tenant information, including income amounts, income types, annual RGI rent changes, interim rent changes, market rents, and other relevant information
- Ensure compliance with agreements, policies and local rules for both the Service Manager and landlords/ agencies

Providing administrative support for the (1) Rent Supplement Contracts and (2) Housing Allowance Program, such as negotiating renewals, assessing and securing suitable private rental landlords, including but not limited to: (30% of time)

- Prepare and process new Rent Supplement and Housing Allowance Agreements, renewals, annual market rents, and unit additions/deletions with private sector landlords
- Confirm tenant's ongoing eligibility annually, calculate and advise tenants and landlords of changes/ amendments to subsidy. Provide details and support for the appeal process as needed.
- Prepare and correspond documents/forms changes in directives from the ministry to tenants and landlords in a timely manner
- Prepare monthly reports regarding rent payments and program data
- Prepare files for discharge and the end of tenancy
- Ensuring Housing Services and rent supplement landlord complies with agreements and program policies, and provisions
- Reviewing tenant/applicant concerns and/or complaints with the rent supplement landlord and tenant or applicant, including mediation when warranted

Additional duties as assigned.

HOW TO APPLY

To view the full job description and requirements, visit our Careers page - **Job Opening # 42989**

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 21, 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.