



Position Title: Part Time Coordinator, Chimo Richmond Rent Bank

Classification: Crisis Line Coordinator, Grid Level 12 Step 1

Reports To: Program Manager

Summary: This position is responsible for the delivery of quality Rent Bank Services to the Richmond, Ladner and Tsawassen community. The CRRB offers a low-fee short-term loan to low income residents of Richmond, and now expanded to Ladner and Tsawassen, who are experiencing a temporary financial crisis and are at risk of eviction or essential utility disconnection. The Rent Bank Case Manager is in charge of managing all aspects of the application process and maintaining program-related reports, statistics, and other initiatives.

Note that this is a part-time position. The CRRB operates Two days a week.

Core Duties:

- Reviewing Pre-Assessment Forms and contacting all applicants for follow up.
- Providing appropriate referrals to other services in the community – financial, legal, housing, and health/nutritional supports.
- Liaising with the Ministry of Social Development & Poverty Reduction staff and VanCity financial advisors to coordinate services for mutual clients.
- Providing an explanation of the Loan Application process and distributing Loan Application packages to eligible applicants.
- Reviewing submitted Loan Application packages and conducting follow up with the applicant/s, landlords, employers, and other service providers, when needed.
- Meeting once a week with the Loan Committee to present completed Loan Applications for review by the Committee.
- Meeting with successful applicants to distribute the loan and negotiate loan repayment terms.
- Processing payment deferments and following up with successful applicants, as needed.
- Maintaining program statistics and reports, and working collaboratively with a Rent Bank evaluation team.

Additional Duties:

- Exploring different funding opportunities through direct asks to developers, donors, private companies, and other relevant agencies.
- Attending relevant meetings, labs, and conferences with a direct focus on housing issues.
- Maintaining program forms and marketing materials, as needed.



Qualifications:

- A 2 year degree from a recognized post-secondary institution in Social Work, Human Services, Health Sciences, or other related programs. A relevant two year diploma plus extensive experience in a related field may also be considered.
- Experience providing services for at-risk and/or marginalized populations.
- Experience in a non-profit organization is an asset.
- Ability to function effectively in difficult and/or crisis situations is required.
- Knowledge of local resources is an asset.
- Clear criminal records check.