



NATIONAL ADVOCACY.  
COMMUNITY ACTION.



*YWCA Toronto transforms lives. As the city's largest multi-service women's organization, we help women and gender diverse people escape violence, move out of poverty and access safe, affordable housing.*

*We work tenaciously to break down barriers that hold women and gender diverse people back from achieving equality.*

**Internal and External Job Posting**  
**Senior RGI (Rent Geared to Income) Specialist**  
**Housing Administration**  
**JOB ID: HADM814**

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<b>Employment Type:</b>	Full-Time, Permanent
<b>Work Hours:</b>	35 hours per week
<b>Salary:</b>	\$51,829 annually (Level 6), plus comprehensive benefits
<b>Location:</b>	80 Woodlawn Avenue East, Toronto, ON, M4T 1C1
<b>Internal Application Deadline:</b>	Friday, January 13, 2023
<b>External Application Deadline:</b>	Monday, January 16, 2023

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**JOIN OUR TEAM**

YWCA Toronto strives to uphold anti-discrimination practices and anti-oppression principles to ensure that the rights of all individuals are respected and protected. We work to promote a climate that is welcoming of all women and individuals who identify as trans, intersex, non-binary, agender, and/or Two-Spirit. We encourage applications from women and gender diverse people from all races, ethnic origins, religions, abilities and sexual orientations.

The RGI Specialist is responsible for the administration of the rent geared to income program and market rents of all YWCA Toronto housing on behalf of the YWCA Toronto in accordance with the Housing Services Act and Residential Tenancies Act.

**ABOUT YWCA TORONTO – HOUSING ADMINISTRATION**

YWCA Toronto offers a range of housing options for single women and women-led households and gender diverse people, including permanent housing at a variety of locations. Individual and group support assists residents to maintain their housing. On site housing support services provide education on the rights and responsibilities of tenancy, conflict mediation and resolution, crisis prevention and intervention and referrals. Supports are intended to assist women and gender diverse people to develop skills to live independently. Staff have expertise in numerous areas (i.e. job readiness, advocacy, parenting, effects of violence on women and their children), and are available to work with the tenants to identify barriers in their lives.

**KEY RESPONSIBILITIES**

- Schedules, issues and receives from tenants necessary documents to conduct and complete annual income review, mid-year changes, and changes in household composition in accordance with funder's guidelines;
- Works in collaboration with Community Support Workers, Housing Workers, and appropriate Managers to support tenants through annual income review process;
- Seeks assistance from Community Support Workers and Housing Support Workers in obtaining documents and communicating information with regard to rent geared to income calculations and reviews;
- Notifies tenants in writing of rent geared to income calculation decision in accordance to funders' guidelines;
- Accepts tenant requests for review of rent geared to income decisions and submits all requests with required documentation to Manager;
- Documents and files annual income review outcomes in tenant files and maintains tenants' files in accordance with funders' guidelines;

- Notifies market rate tenants of annual rent increase in accordance with Residential Tenancies Act for those in 100% RGI buildings and issues Tenant Information Update form to market tenants.

## QUALIFICATIONS

- General knowledge of an academic or technical discipline normally acquired through completion of a community college diploma (e.g. Business Administration) **(Cases for Equivalency will be considered)**;
- Rent Geared to Income certificate required;
- 5-7 years directly related work experience completing rent geared to income calculations;
- Working knowledge of the Residential Tenancies Act, Housing Services Act, Ontario Human Rights and Landlord Tenant Board;
- Expertise in calculation of Rents-Geared-to-Income in accordance with the Housing Services Act the RGI Administration Manual;
- Experience working with non-profit housing databases;
- Advanced computer skills in a Windows environment with strong knowledge of GP Dynamics and Microsoft Office (e.g. Excel and Word);
- Demonstrated excellent organizational and administrative abilities;
- Ability to respond to multiple requests or service demands;
- Ability to focus and concentrate on critical tasks to meet established deadlines;
- Ability to use good judgment and discretion in dealing with confidential information;
- Excellent oral and written communication required.

**Note:** Vacation may not be taken during scheduled annual income review deadlines.

**Vaccination Policy:** In accordance with YWCA Toronto's COVID-19 Vaccination Policy, all YWCA Toronto employees are required to be fully vaccinated with a COVID-19 vaccination series by October 30, 2021. As a condition of hire, new staff will be required to submit proof of vaccination prior to their first day of work. The YWCA will consider written requests for accommodation under the Human Rights Code on a case by case basis and will accommodate those individuals who are legally entitled to accommodation.

## HOW TO APPLY

**Please submit your cover letter and résumé to** Tara Jewer, Manager of Housing Administration at [housingadminjobs@ywcatoronto.org](mailto:housingadminjobs@ywcatoronto.org). **Please quote JOB ID HADM814 and your name in the subject line.**

**Please note:** A vulnerable sector police reference check is required by the successful candidate prior to hiring. YWCA Toronto is a unionized workplace. Staff are represented by CUPE Local 2189. This position is within the Bargaining Unit. **Please indicate on your cover letter and email subject line if you are an internal candidate.** For internal applicants, this position is not secondable.

YWCA Toronto promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women and gender diverse people of all races, ethnic origins, religions, abilities and sexual orientations.

YWCA Toronto provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted, please advise us if you require any accommodation. While we thank all candidates for their interest, only those selected for an interview will be contacted.

YWCA Toronto is a Scent-Sensitive Workplace.

**Posting date:** January 4, 2023