



Metro Vancouver – Join us in our commitment to provide services and solutions to one of the world’s most livable regions. We deliver service excellence in the areas of regional growth planning, air quality, water, liquid and solid waste management, regional parks, affordable housing, and community engagement to over 2.4 million residents. We invite you to bring your skills, passion, and expertise to help us in our commitment to sustain and enhance our region’s livability. We offer competitive salaries; excellent benefit packages; a municipal pension plan; employee wellness programs; and varied opportunities for professional growth and development. *Our Housing Services Department is currently seeking a:*

Supervisor, Tenant Programs & Services, Housing Services (Full-Time Regular)

DUTIES:

Creates framework, policies and procedures for Tenant Associations, and provides assistance for tenants to form and maintain effective Tenant Associations in their respective Metro Vancouver Housing Corporation (MVHC) communities.

Works with Tenant Associations to identify initiatives and create and implement programs that engage tenants to take personal responsibility and collective action to improve their housing community, connections with other tenants and the local community. Guides and trains Tenant Associations on implementing and managing programs and provides support to address problem situations.

Works to improve the safety, security, health and well-being of tenants, reducing tenant turnover, and lowering the cost of maintenance and repairs for housing complexes. Assists tenants to establish diverse programs and initiatives with these goals such as community gardens and kitchens, composting and waste reduction, Crime Free Multi Housing (CFMH) certification, youth activities, fire prevention, health and safety (particularly among seniors) and organizing clean-up work-parties.

Organizes Tenant Associations to identify and implement priority community programs. Provides Tenant Associations with significant responsibility to plan, coordinate and direct initiatives on behalf of tenants with MVHC operations staff, neighbours, private and government agencies. Navigates complex decisions regarding what is within the role of Tenant Associations and what they may not influence and change.

Produces and maintains tenant information and education materials including the Tenant Manual, Emergency Procedures Manual, bi-annual MVHC-wide newsletter, and regular ‘Home Sweet Home’ series of flyers. Links Tenant Associations and individual tenants with resources and agencies in the broader community to further the objectives and goals of programs.

Works directly with tenants to address challenging circumstances such as relocations due to sales or redevelopment; housing requirements for tenants with disabilities or other unique circumstances; and tenant-to-tenant disputes. Works creatively within established policies to create individual solutions that adequately address sensitive and difficult circumstances.

Supervises, directs and motivates staff monitoring performance towards division, department and corporate objectives. Ensures staff adhere to corporate workplace conduct policies; and resolves technical and relational issues staff encounter while doing their work. Provides guidance on difficult or problem situations and coaches and develops staff recognizing the importance of training.

Assists to prepare the Tenant Programs & Services budget and manages and controls spending ensuring the effective and efficient expenditure of allocated funds within the approved budget.

Performs other related duties as required.

REQUIREMENTS:

7 years of recent, related experience in property management including familiarity with procedures in the non-profit housing sector supplemented by a university degree in business, communications or a related discipline; or an equivalent combination of training and experience.

Considerable experience in community development, working with volunteers, motivating and initiating change.

Property management certification for social housing providers.

Considerable knowledge and understanding of the objectives, policies and mandates of the MVHC. Considerable knowledge of relevant legislation such as the Residential Tenancy Act, Human Rights Code and related regulations particularly as they relate to the social housing sector and tenancy. Demonstrated ability to interpret and apply legislation and policies for both routine and unique circumstances.

Considerable knowledge and ability to provide advice and guidance on best practices and techniques for group organizing; decision making; and community development strategies for initiating change. Demonstrated ability to provide sound advice and guidance on the structure, processes, operations and coordination of tenant committees. Considerable knowledge and understanding of housing and support needs of low income tenants.

Ability to work under broad direction and use significant independent judgment to problem solve when more than one option is possible. Ability to identify opportunities to address emerging needs.

Excellent oral and written communication skills, including the ability to effectively listen, persuade others, seek compromise scenarios and support the resolution of problems. Ability to guide staff and Tenant Associations on controversial decisions. Excellent business writing skills including the ability to write clear and informative materials on diverse topics such as policies, manuals and promotional flyers for programs and services. Providing concise information to staff to help achieve corporate goals and meet contractual obligations. Ability to effectively report on program activities and make recommendations for improvements.

Ability to build and maintain effective working relationships with internal and external contacts under circumstances that may be sensitive and sometimes adversarial; expert relationship building and skills and a demonstrated ability to work in a team oriented work environment. Ability to effectively deal with disagreements and prevent the escalation of conflict; ability to manage and respond effectively to emotional triggers in self and others. Ability to meet timelines and objectives requiring persistence to overcome obstacles.

Proficiency using Microsoft office programs, including Word, Excel, and Outlook.

Valid BC Class 5 Driver's License.

Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by May 25, 2017.

While we greatly appreciate all the replies we receive, regretfully only those selected for an interview will be contacted.