



Progressive Housing Society

Job Title: Program Manager– Housing and Outreach
Report to: Executive Director
Start Date: Immediately
Salary: \$58,000 – \$62,000/per year

Benefits:

- Full range of health benefits,
- Municipal Pension Plan,
- 4 weeks Vacation to start plus bonus days and
- Potential signing incentives

Apply to: Phshr@progressivehousing.net

Description:

This important leadership position manages and directs the Housing First and community outreach services and provides leadership to the staff of the Burnaby Housing and Outreach Program. The position's purpose is to coordinate, implement and support the provision of Housing and Support services to participating clients in the program. This is an exempt/excluded position that reports to the Executive Director.

Responsibilities:

- Ensures that service delivery and program operations meet both contractual deliverables and the needs of clients in providing a supportive program for the benefit of all clients.
- Ensures that standard operating procedures are followed by all staff, and that all staff receives support and supervision appropriate to their needs.
- Provides on-call coverage to support after hours staff on a twenty-four hour basis.
- Develops, implements, and evaluates program policies, practices and procedures in conjunction with the Executive Director.
- Ensures a stable team environment with oversight of program planning, structural organization, staffing, and ensures compliance with all policies, procedures and regulations.
- Coordinates and Liaises with the medical staff at the Primary care clinic.
- Develops, Coordinates and Facilitates the Integrated Case Management Team

- Recruits, hires, trains new staff; supervises and evaluates staff.
- Monitors direct services program costs and expenses and reports to Executive Director and Finance Manager on any variances and exemption requests.
- Prepares reports as required by funding and regulatory agencies.
- Attends monthly Leadership meetings and other community meetings as necessary.
- Assists in the development of proposals and/or contracts with funding or potential funding sources.
- Ensures all electronic record keeping and reporting systems are maintained.
- Prepares draft contracts with potential housing partners including lease and rental agreements.
- Establishes relationships with other property management companies, landlords, and direct owners to develop housing relationships
- Monitors the facility and ensures compliance with all health, safety and fire codes.
- Facilitates landlord/tenant complaint resolution processes
- Coordinates repairs of housing units with available resources
- Ensures proper handling and reporting of critical incidents.
- Establishes and promotes partnerships and community relations
- Represents the program and Progressive Housing Society at governmental, community and agency meetings as designated by the Executive Director
- Performs other related duties as required

Qualifications:

- Master's Degree in Social Work, Psychology, or other related field preferred; may consider equivalent combination of education and experience.
- Five years' experience working with vulnerable adult populations including those affected with mental illness and other complex health conditions and homelessness.
- Minimum 4 years supervisory experience.
- Strong written and verbal communication skills.
- Good problem-solving skills and ability to manage multiple projects.
- Patience, creativity, flexibility, compassion and sensitivity to persons with disabilities and underserved populations.
- Strong computer skills and experience with Microsoft Office (Word, Outlook, Excel, etc.).
- Valid Driver's License and personal vehicle for business related purposes
- Ability to work flexible hours; on call and some weekend response will be required

Hours of work: Monday to Friday, 8:30-4:30, after hours and weekends will be required from time to time.