



## **JOB DESCRIPTION**

**Position Title:** Housing Services Manager  
**Department:** First United Church Social Housing Society  
**Reports to:** Senior Property Manager  
**Date:** February 6, 2018

First United Church Community Ministry Society's mission statement:

“Inspired by the Christian Gospel which nurtures, empowers, and liberates. First United Church is an inner-city ministry of The United Church of Canada. Called by the Spirit to be part of the Downtown Eastside of Vancouver, this ministry: Affirms the worth of individuals, empowers communities, and works for social justice”.

Each job within the First United Church Community Ministry Society should in some way promote our accomplishment of this mission.

The purpose of First United Church Social Housing Society is to provide and operate non-profit residential accommodations and incidental facilities exclusively for individuals, families, senior citizens and disabled persons of low income.

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### **POSITION OBJECTIVE**

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The Housing Services Manager is responsible for the delivery of quality social housing services to applicants and tenants of First United Church Social Housing Society, in line with the Society's vision and Strategic Plan. The key focus of the role is to manage the Housing Services Team (tenant support, security and front desk) to deliver access and allocation, reception, community development and tenancy management services on behalf of the organisation. The Housing Services Manager is responsible for implementing service improvements to enhance the experience of tenants and applicants in their engagement with the Society and for being proactive in their support of change and reform within the Society. The Housing Services Manager is responsible for the development and effective maintenance of relationships with support partners and other key partners on behalf of the Society. They are also responsible for ensuring that all record keeping and compliance requirements associated with the functions of the Housing Services Team are met.

This position reports directly to the Senior Property Manager of the Housing Society.

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## **DUTIES AND RESPONSIBILITIES**

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### Tenant Management:

- Maintain personal contact with tenants. Promote good will, provide high quality service, and anticipate and solve problems
- In partnership with Sr. Property Manager and the housing services team, implement tenant retention practices
- Act as a liaison between tenants and senior management
- Implement plans and procedures for handling complaints or requests from tenants or occupants
- Employ work order system to coordinate with Senior Property Manager and Facilities team
- Maintain familiarity with standard provincial residential tenancy agreements (RTAs) and required addenda as they change from time to time
- Maintain proficiency in Spectra (housing database)
- Assist Finance Department with accounts receivable including late fees and arrears
- Maintain tenant files and ensure all relevant documents are securely stored
- Complete income verification for all tenants of the Society's buildings
- Accompany community members and their supports on prospective tenant tours
- Complete move in and move out inspections with tenants
- Produce cheque requisition for the reimbursement of damage deposits

### Tenant Services Management :

- Supervise and oversee the work of housing services team: Tenant Support Worker(s), Security and Front Desk, as necessary
- Ensure that appropriate programming for community and residents is planned and delivered by Housing Services Team
- Assist tenants in resolving complaints and other tenancy issues
- Inform senior leadership when significant behavioural risks present
- Coordinate work of tenant support worker(s) and other housing services staff, ensuring community/tenant needs are adequately met

### Administration and Financial Reporting:

- Review of monthly, quarterly and annual financial reports for accuracy
- Ensure rent rolls are properly maintained
- Preparation and collection of annual income verifications for tenants and prospective tenants
- Proficiency with Spectra (required within probation period)

- Documentation of rent arrears for all Society housing buildings; coordinating with Sr. Property Manager and Tenant Support Workers to assist tenants in reducing and eliminating arrears

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## **SCOPE OF RESPONSIBILITY**

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### **Supervisory/Management responsibility**

Direct supervision of Housing Services Team: Tenant Support Worker(s), Security, Front Desk Services

### **Financial responsibility**

TBD

### **Latitude**

The incumbent works fairly independently. If clarification is required, it is expected that the incumbent will request further direction from the Senior Property Manager.

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## **INTERNAL/EXTERNAL RELATIONSHIPS**

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- Regular communication is maintained with all levels of staff, tenants and management. Communication is also maintained with management and co-workers as work is assigned and completed, and information exchanged on an ongoing basis
- Strong communications with external community support partners for tenants (e.g. Carnegie Outreach, Journey Home Program, Strathcona Mental House, BC Housing, etc)
- Regular assistance to Finance Department to ensure financial transactions are properly recorded
- Liaising with Shelter Case Planners at First United Church Community Ministry shelter regarding continuity of care and housing shelter residents

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## **QUALIFICATIONS**

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### Specific Qualifications:

- Understanding of the role of a social housing providers in the delivery of housing services
- Demonstrated experience in a leadership/management role in a housing services or similar delivery context
- Demonstrated experience in staff management and development
- Excellent organizational and analytical abilities
- Experience in implementing service change and reform
- Excellent written and verbal communication skills and highly developed interpersonal skills

- Commitment to the principles of equity of access, cultural diversity, client service and accountability; Commitment to First United's values: Justice, Empowerment, Trust, Respect and Dignity
- Ability to travel between three Housing properties
- Understanding of, and sensitivity to, the issues faced by residents of the DTES and other marginalized communities requiring housing assistance
- Understanding of the needs and barriers specifically facing indigenous communities, residents with mental health and addiction challenges, and people with disabilities
- General understanding of the social and housing needs of seniors
- Experience in managing community development or social inclusion initiatives strongly desired
- Post-secondary education in a social science or related field strongly desired

#### General Qualifications

- Ability to maintain a calm, welcoming, empathetic and professional demeanour at all times with staff and with vulnerable and/or marginalized individuals
- Ability to avoid engaging in incidents with staff, Community Members and volunteers; nonviolent crisis intervention training a strong asset
- Physical ability to carry out the duties of the position: good physical condition with ability to lift up to 25 kilograms
- Proven history of good attendance and on time record
- Availability to respond to emergency situations after hours, if needed (not during sick times or vacation)
- A driver's license that is valid for the past ten (10) years is a plus
- If applicable, minimum of 5 years of sobriety
- Must be able to pass a Criminal Record Check
- Ability to communicate in English effectively, both verbally and in writing
- Ability to deal with others effectively
- Ability to work independently with a minimum of supervision
- Ability to organize work
- Ability to operate related equipment
- A commitment to the highest ethical conduct in all tenant interactions

#### **EDUCATION**

- Bachelor's Degree in as social science, or equivalent combination of education and experience
- Property Management Certificate or equivalent combination of education and experience an asset

#### **SPECIAL TRAINING**

- Nonviolent crisis intervention training (NVCi) an asset
- Red Cross Standard First Aid or equivalent training/recertification within first three months of employment

**WORK EXPERIENCE**

Experience in a non-profit environment, especially shelter, group home, social housing or recovery house.

Experience in a unionized setting strongly desired.

**SALARY:**

\$55,000 (plus generous benefits package after successfully passing probation period). Generous time off policies. This is an exempt, management position and is not eligible for overtime.

*We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.*