

Position Title: Director of Resident Services and Community Development

Starting Pay Range: \$86,000 - \$96,000 Annual Salary + Benefits

Department: Resident Services & Community Development

Reports to: The Executive Director

Hours: Mon. to Fri., 8:30am-4:30pm (*with some flexibility*)

Start Date: October 1, 2018

Office Location: 7501 6th St. Burnaby, BC

How to apply: Please send your Cover Letter and Resume to HR@newchelsea.ca by July 1, 2018

NEW CHELSEA SOCIETY

New Chelsea is a registered charity and non-profit housing Society that provides over 1,400 safe, affordable housing units for seniors, families and persons with disabilities. The existence of the Society is based wholly on the provision of safe, secure, affordable housing in a close-knit community atmosphere of sharing and caring for one another. New Chelsea Society has 20 properties located in Vancouver, North Vancouver, Burnaby, Port Coquitlam, and Surrey. Our goal is to enhance and promote individual well-being through program developments, team work, and community involvement.

DIRECTOR OF RESIDENT SERVICES & COMMUNITY DEVELOPMENT

As a key member of the senior management team, this position is responsible for overseeing the “quality of life” aspect of the social and affordable housing that New Chelsea Society provides across the Lower Mainland of B.C. They will work in close collaboration with other business departments, and community partners to plan, develop and implement the delivery of initiatives and programs that advance the organizations vision of creating healthy, prosperous and engaged communities.

ESSENTIAL DUTIES

- Participates in the development and implementation of the strategic goals, objectives, and policies of New Chelsea Society.
- Works with the Operations and Finance Departments to address and resolve tenancy-related issues with residents such as rent payment, safety & security, illegal activity. Resolves conflict and complex issues between residents and other residents, and residents and staff members.
- Creates, implements and evaluates programs to foster community development and engagement at all our properties
- Manages the ongoing evaluation of all programs and support services, by tracking, reporting and evaluating relevant statistics.
- Effectively supervises the Resident Placement Team and the Resident Services Coordinator.
- Fosters a positive, active and collaborative relationship with local government, non-profit agencies, social service agencies/providers, communities and outreach contacts, various support organizations, and residents.
- Assesses, counsels, recommends solutions for issues that are impacting a resident’s personal life, health and well-being, and refers residents to suitable community support services and resources as appropriate.
- Handles all matters related to the Residential Tenancy Office of British Columbia.

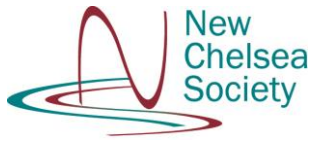
REQUIREMENTS

- University degree in Social Work, Social Services, Health, Community Development or a related field.
- Adequate knowledge of mental health, addictions, family issues, multicultural issues, and service delivery to the elderly.
- Self-starter with ability to work independently as well as with teams and occasionally committees of residents.
- Knowledge of partnership development and able and willing to network and work cooperatively with community agencies.
- Ability to work patiently in an environment that can be challenging and to handle emergency crisis situations.
- Criminal record check acceptable to New Chelsea Society and outside authorities
- Minimum of 5 years’ management experience working in a similar environment.
- Excellent communication skills, specifically the ability to effectively communicate in writing in a professional manner.
- Strong leadership and supervisory/management skills, as well as organizational and prioritization skills.
- Strong computer skills, including proficiency with MS Office Suite and the ability to learn and adapt to new software.
- Excellent mediation and conflict resolution skills
- Familiarity with the Residential Tenancy Act of British Columbia.
- Must possess a valid B.C. driver’s license and their own vehicle.

7501 Sixth Street, Burnaby, B.C., V3N 3M2

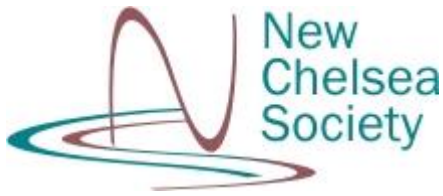
Phone: 604.395.4370 www.newchelsea.ca Fax: 604.395.4376

“Creating Community by Developing and Sustaining Quality Housing that is Safe, Secure, and Affordable.”



DIRECTOR OF RESIDENT SERVICES & COMMUNITY DEVELOPMENT

LOCATION Society Wide	___ part-time: ___ hours x full-time	DATE WRITTEN	May 4, 2018
REPORTS TO: Name: Patrick Buchannon		Title: Executive Director	
SALARY RANGE \$86,000-\$96,000 + Full Benefits		SHIFT Monday to Friday	
PURPOSE As a key member of the senior management team, this position is responsible for overseeing the “people” side of the social and affordable housing that New Chelsea Society provides across the Lower Mainland of B.C. They will work in close collaboration with other business departments, and community partners to plan, develop and implement the delivery of initiatives and programs that advance the organizations vision of creating healthy, prosperous and engaged communities.			
ESSENTIAL DUTIES <ul style="list-style-type: none"> • Participates in the development and implementation of the strategic goals, objectives, and policies of New Chelsea Society. • Works with the Operations and Finance Departments to address and resolve tenancy-related issues with residents such as rent payment, safety & security, illegal activity. Resolves conflict and complex issues between residents and other residents, and residents and staff members. • Creates, implements and evaluates programs to foster community development and engagement at all our properties • Manages the ongoing evaluation of all programs and support services, by tracking, reporting and evaluating relevant statistics. • Effectively supervises the Resident Placement Team and the Resident Services Coordinator. • Fosters a positive, active and collaborative relationship with local government, non-profit agencies, social service agencies/providers, communities and outreach contacts, various support organizations, and residents. • Assesses, counsels, recommends solutions for issues that are impacting a resident’s personal life, health and well-being, and refers residents to suitable community support services and resources as appropriate. • Handles all matters related to the Residential Tenancy Office of British Columbia. • Corresponds with Residents, the RTO, and all other parties in a professional and strategic manner • Analyzes and recommends changes to standard Operating Procedures where necessary. • Ensures that resident and applicant confidentiality is respected and protected. • Performs other duties as may be required and/or requested by the Executive Director. 			
WORKING CONDITIONS This job requires a significant amount of travelling within the Lower Mainland between the Society’s properties. Dealing with some situations with Residents may be at times difficult, stressful, and uncomfortable. There will be periods of attending meetings, and/or sitting and working at a desk within an office environment.			
REQUIREMENTS <ul style="list-style-type: none"> • University degree in Social Work, Social Services, Health, Community Development or a related field. • Adequate knowledge of mental health, addictions, family issues, multicultural issues, and service delivery to the elderly. • Self-starter with ability to work independently as well as with teams and occasionally committees of residents. • Knowledge of partnership development and able and willing to network and work cooperatively with community agencies. • Ability to work patiently in an environment that can be challenging and to handle emergency crisis situations. • Criminal record check acceptable to New Chelsea Society and outside authorities • Minimum of 5 years’ management experience working in a similar environment. • Excellent communication skills, specifically the ability to effectively communicate in writing in a professional manner. • Strong leadership and supervisory/management skills, as well as organizational and prioritization skills. • Strong computer skills, including proficiency with MS Office Suite and the ability to learn and adapt to new software. • Excellent mediation and conflict resolution skills • Familiarity with the Residential Tenancy Act of British Columbia. • Must possess a valid B.C. driver’s license and their own vehicle. 			
I have reviewed and determined that this job description accurately reflects the position.			
Employee Signature _____		Executive Director Signature _____	
Date _____		Date _____	
FOR STAFFING USE ONLY Posting # _____		Posting Date ___/___/___	



RESIDENT SERVICES & COMMUNITY DEVELOPMENT DEPARTMENT

Terms of Reference

Goals:

- 1) **Fostering Safety and Security** - Working closely and collaboratively with all other departments in the organization, the Department of Resident Services and Community Development ensures residents of New Chelsea Society live in safe and secure housing. This is done by:
 - a) **Empowering Residents** - Working from an empowerment model to provide support to the organization by assisting residents locate and access services that produce positive outcomes to allow them to maintain self-sufficiency in their homes and maintain a mutually respectful, collaborative relationship.
 - b) **Empowering Staff** - Working from an empowerment model to provide support to staff in resolving conflicts and/or challenging issues with residents through education and training.
 - c) **Developing a Comprehensive Tenant Placement Process** - Working with the Operations Department to ensure the best fit possible when starting tenancy with residents.
 - d) **Overseeing Tenancy Endings** - Taking the lead in any Residential Tenancy Hearing.
 - e) **Developing Collaborative Partnerships** - Creating partnerships in the community to broaden communication between relevant agencies in working to collaboratively resolve housing and tenancy issues.
 - f) **Researching Resident Needs** – Ongoing research and exploration into the specific needs and requirement of the different resident populations at New Chelsea Society properties.
 - g) **Funding Support Services** – Working with fundraising initiatives to access funding to provided support services to residents in need.

- 2) **Developing A Sense of Community** - The Department of Resident Services and Community Development also takes on a proactive role of working towards creating a sense of community at the New Chelsea Society properties. This is done by:
 - a) **Empowering Residents** - Supporting residents in creating the community they want to live in.
 - b) **Empowering Staff** - Working with staff in how they can assist residents in creating community.
 - c) **Fostering Partnerships** - Working with other stakeholders in the community who also have a vested interest in creating a strong community.
 - d) **Funding for Community Development** – Working with fundraising initiatives to access funding for one-time community enhancement projects and ongoing initiatives.

Scope:

The Resident Services and Community Development Department is responsible for overseeing the “people” side of the social and affordable housing that New Chelsea Society provides across the Lower Mainland of B.C. They will work in close collaboration with other business departments, and community partners to plan, develop and implement the delivery of initiatives and programs that advance the organizations vision of creating healthy, prosperous and engaged communities.

Resident Services and Community Development staff generally will not assume a case management level of responsibility and liability. They will provide a range of services such as Investigator, Educator, Community Builder, Advocate/Liaison and Service Facilitator but they do not clinically counsel tenants. If needed, Resident Services and Community Development will partner with social or human services agencies for individuals who require case management to maintain their living situation or to manage multiple or complex conditions.

Deliverables:

- **Decrease rates of tenancy turn-overs:** Provides general resident services management which includes intake, education and referral of residents to service providers in the general community.
- **Increase compliance with rent payment agreements:** Resident services staff can reinforce the importance of paying rent on time and help residents get support services to assist with financial difficulties
- **Decrease maintenance costs:** Resident services can help prevent residents from vandalizing or otherwise mistreating the property by referring tenants to services for assistance with difficult behaviours
- **Tenant stability and success:** Monitor the ongoing provision of services from community agencies and liaise with case management and provider agencies to assist with the progress of the individual. Help manage the provision of supportive services where appropriate. Assist in self-sufficiency, prevent homelessness, provide a safety net, coordinate the eviction process, make referrals, resolve tenant-tenant and tenant-staff conflicts
- **Impact on neighbourhood community:** Serves as a liaison to community agencies, networks with community providers and seeks out new services available to residents. Encourages more tenant-community engagement, more community connectedness, builds sense of safety and trust
- **Residential Tenancy Process:** Coordination of complex RTA matters.
- **Network with Community Providers:** Serves as a liaison to community agencies and seeks out new agencies available to residents
- **Develop a Directory of Resources for Staff and Residents**
- **Develop Various Printed Materials:**
 - Resident Handbook and Welcome Package for Residents
 - Health and Wellness Educational Material
- **Report on Department involvement:**
 - Frequency, Types, Trends (e.g. number of RTO hearings and how many we won and lost; number of successful interventions and cases dealt with, number of referrals to support agencies; number of educational initiatives; number of established partnerships, etc).