



Position Title: Supportive Housing Tenancy Coordinator **Department:** Support Services

Reports to: Director of Support Services **Salary Range:** 3

How to apply: Please send your Cover letter and Resume to resumes@pacificahousing.ca by May 25, 2018 at 4:00pm.

Organizational Focus:

As a non-profit charitable organization, Pacifica Housing's vision is *better lives through affordable homes and community connections*. Our mission is to be a leading innovative provider of affordable homes and support services that contribute to the independence of individuals and families.

Pacifica Housing is a rapidly growing organization dedicated to meeting the housing and support needs of our community. As one of the largest non-profit housing providers on Vancouver Island, we are committed to building up our fast-growing team with a culture built to support and drive our people, and to reinforce our team with caring, responsible innovators.

The Supportive Housing Tenancy Coordinator supports the Support and Property Services Departments in meeting the Society's property services goals to maximize occupancy for the tenants in Pacifica's Supportive Housing programs. The Supportive Housing Tenancy Coordinator will collaborate between property services and supportive housing to maintain a stable housing environment for supportive housing tenants and be involved with payment plans, and lease signing to maintain housing for supportive housing units. The supportive housing units are for individuals with mental and physical health conditions, at risk of homelessness, and require supports with mental health and/or substance abuse.

Employee Benefits:

- Medical Service Plan (MSP) Coverage
- Extended Health Plan
- Extended Dental Plan
- Registered Retirement Savings Plan (RRSP) Matching Program
- Employee Assistance Program
- Sick and Vacation Leave available

Position's Primary Objectives:

The Supportive Housing Tenancy Coordinator participates as a key member of the Support Services team responsible for all supportive tenancy related issues including:

- Delivering client-centered support services regarding tenancy in supportive housing;
- Following prescribed policies and procedures associated with Property Services;

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- Advocating on behalf of tenants with community agencies;
- Ensuring a high occupancy rate for supportive housing units;
- Facilitating tenant placements for supportive housing units;
- Providing support to tenants in Pacifica Housing's supportive housing portfolio; and
- Performing administrative duties related to tenancy coordination in supportive housing.

Key Responsibilities:

1. Facilitates tenant placements:

- collaborating with Property Services Maintenance Manager and the Managers of Supportive Housing to identify suitable unit vacancies;
- prepare all move-in/out packages;
- collaborating with Ministry of Social Development, Capital Mental Health Association, the Managers of Supportive Housing and other community agencies to discuss suitability of tenant placements;
- conducting detailed annual reviews, income verification and rent contributions for subsidized tenants as per BC Housing requirements; and conducting new tenant sign-up, orientation, and crisis management.

2. Provides supports to tenants in Pacifica Housing's supportive housing portfolio by:

- receiving tenant complaints and enquiries and responding in writing;
- prepares and facilitates repayment plans for tenants in arrears;
- recording and maintaining tenant unit files in Yardi (property management software), including tenant issues and inquiries;
- preparing and delivering "Notice To End A Residential Tenancy", as directed; and
- coordinating evidence and documentation to be submitted for hearings at the Residential Tenancy Branch (RTB) and represents the Society in RTB proceedings as required.

3. Performs a variety of administrative functions for supportive housing units including:

- assisting with move-ins/move-outs, unit showings and annual inspections;
- processing rent/subsidy changes as per BC Housing guidelines;
- ensuring tenancy agreements are up to date and ensure adherence to the RTA in order to protect the interest of both Pacifica and tenant;
- issuing timely notices to tenants regarding rent increases;
- assisting with eviction documentation;
- providing all Landlord Reference checks to BC Housing and others; and
- performing other related duties, as required.

4. Performs a variety of property services related functions, including:

- encouraging and facilitating tenant participation in decision-making regarding tenancy;
- coordinating maintenance related requests with the property services team for vacant units; and

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- work closely with property services to get vacant units ready to rent.

Qualifications (minimum Education and Experience requirements):

Education:

- A degree or diploma in a related human/social service field required
- Conflict resolution/crisis prevention training and experience required
- Certificate or diploma in Office Administration

Experience:

- A minimum of 1 year related property management experience, preferably in a non-profit housing environment
- A minimum of 2 years recent and related experience preferably in the non-profit housing sector or in a related social service field
- Demonstrated experience working successfully with populations impacted by homelessness, addictions, mental health issues and/or other barriers to stable housing

Note: *An equivalent combination of education and experience may be considered.*

Knowledge, Skills and Abilities:

- Strong organizational and time management skills
- Demonstrated conflict resolution skills
- Knowledge of the psychosocial rehabilitation model
- Demonstrated ability to manage and balance role responsibilities and interpersonal dynamics in a fast paced, high pressure environment
- Working knowledge of harm reduction and Housing First theory and practice
- Knowledge of the Residential Tenancy Act
- Ability to operate as part of an interdisciplinary team
- Proficient in MS Office programs including Word, Outlook and Excel
- Knowledge of Yardi Property Management software an asset

Additional Criteria for Role:

- Completion of a Criminal Record Check through the Ministry of Justice is required
- First Aid Certification is required
- Must have Class 5 driver's licence. If using personal vehicle a minimum of \$2 million liability 'business class' insurance is required.

Behavioural Competencies Assigned to the Role:

Core Competencies

Caring: Intermediate

Creative: Intermediate

Responsible: Intermediate

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Role-Specific Competencies

Relationship Building: Intermediate

Self-Management: Intermediate

Communication: Intermediate

Equity Statement:

Pacifica Housing is an equity employer and encourages applications from women, persons with disabilities, members of visible minorities, Aboriginal Peoples, people of all sexual orientations and gender identities. All qualified individuals who would contribute to the further diversification of our organization are encouraged to apply.