



SECTOR SALARY AND BENEFITS SURVEY

Final Report | October 2018

ABOUT BC NON-PROFIT HOUSING ASSOCIATION

Formed 25 years ago, BC Non-Profit Housing Association (BCNPHA) is the provincial umbrella organization for the non-profit housing sector comprised of more than 600 members, including non-profit housing societies, businesses, individuals, partners and stakeholders. Together, non-profit housing providers manage more than 60,000 units of long-term, affordable housing in over 2,500 buildings across British Columbia. The BCNPHA Policy Department is committed to engaging in research processes that generate meaningful data to help develop advocacy and capacity in the non-profit housing sector.

ACKNOWLEDGEMENTS

BCNPHA would like to thank those who contributed their time, expertise and data to this project. A special thank you to those member organizations that participated in the consultation process, namely those who took part in the focus group to develop the job descriptions, filled out the online preliminary survey, and to those who provided feedback through individual interviews.

CONTACT INFORMATION

For more information about the *Sector Salary and Benefits Survey*, please contact:

Erika Sagert

Policy Analyst, BCNPHA

778.945.2167

erika@bcnpha.ca

TABLE OF CONTENTS

INTRODUCTION	3
Methodology	3
Limitations	3
Positions Included in the 2018 Sector Salary and Benefits Survey	5
SECTION 1: RESPONDENT OVERVIEW	9
SECTION 2: WAGE AND SALARY TABLES, BY REGION	15
Wage and Salary Tables, British Columbia/All Regions	15
Wage and Salary Tables, Interior	16
Wage and Salary Tables, the Lower Mainland	18
Wage and Salary and Benefits, Northern BC	19
Wage and Salary Tables, Vancouver Island	21
SECTION 3: WAGE AND SALARY TABLES, BY ANNUAL OPERATING BUDGET	24
Wage and Salary Tables, \$500,000 or Less	24
Wage and Salary Tables, \$500,001 to \$1,000,000	25
Wage and Salary Tables, \$1,000,001 to \$5,000,000	27
Wage and Salary Tables, \$5,000,001 to \$10,000,000	28
Wage and Salary Tables, \$10,000,001 or More	30
SECTION 4: WAGE AND SALARY TABLES, BY PRIMARY SERVICE PROVIDED	33
Wage and Salary Tables, Housing for Independent Tenants	33
Wage and Salary Tables, Health/Support Services	34
Wage and Salary Tables, Supportive Housing	36
Wage and Salary Tables, Emergency/Transitional Housing	37
Wage and Salary Tables, Multiple/Other	39
SECTION 5: BENEFIT DATA	42

INTRODUCTION

In 2008, BCNPHA released a Sector Salary and Benefits Survey.¹ The first of its kind, the 2008 survey collected compensation and benefit data specific to the non-profit housing sector in British Columbia, with the intention of providing non-profit housing providers with remuneration benchmarks by geographical region and for the province. BCNPHA has now updated the original survey to capture compensation and benefit practices used in the non-profit housing sector in 2018.

METHODOLOGY

The updated survey was sent out to 635 BCNPHA members and non-members in the spring of 2018. Of 149 surveys that were returned in total, 119 were used for this report.² Respondents to the survey include organizational representation from each of BCNPHA's four member regions: the Interior, the Lower Mainland, Northern BC, and Vancouver Island. Respondents also represented the diversity of the non-profit housing sector in BC, including providers offering housing for independent tenants, health and support services, and others operating supportive housing or emergency/transitional housing.

The survey instrument was developed in partnership with the non-profit housing sector, including input from housing providers of various sizes that operate units in different regions across the province. To ensure the 2018 survey instrument adequately reflected changes in the non-profit housing sector from 2008, focus groups, informational interviews and an online survey were used to update various elements of the survey including job categories and their associated duties.

There were two primary components of the sector salary and benefits survey instrument. First, the survey asked respondents to provide information about the size, location and type of services offered by their organization. This information was then used to assist with the data analysis phase of the project and forms the basis of the various sections included in this report. The second component of the survey asked respondents to submit compensation and benefit data for each of their employees who were working in or contributing to the non-profit housing sector. This included part-time or full-time employees and union or non-union employees.

LIMITATIONS

When using data from this report, it is important to be mindful of the following limitations:

- The data is based on self-reported salary and benefit details collected directly from non-profit housing providers operating housing units across British Columbia and, accordingly, reflects the quality of the data provided by the survey respondents.
- In a limited number of cases, data was suppressed where the information was either unclear or appeared inaccurate.

¹ To read the 2008 report, visit: http://bcnpha.ca/wp_bcnpha/wp-content/uploads/2014/05/Salary-Survey-Report-2008.pdf

² Surveys were excluded because they were incomplete or because they were duplicates, i.e. the same organization submitted more than one response.

- Respondents were asked to use their best judgement when matching their employees to the job descriptions provided in the survey.
 - Some organizations noted that the duties of certain employees fell under multiple position categories included in the survey. This was especially true of smaller organizations where fewer staff translated into employees covering multiple roles simultaneously.
 - Where one employee's duties overlapped with multiple position categories, organizations were asked to submit compensation and benefit data for the position that covered the primary role of their employee.

POSITIONS INCLUDED IN THE 2018 SECTOR SALARY AND BENEFITS SURVEY

POSITION TITLE	DESCRIPTION
<p>Chief Executive (CEO, Executive Director, General Manager, Administrator)</p>	<ul style="list-style-type: none"> Oversees operations of the organization Reports to the Board of Directors Identifies, assesses, and informs the Board of Directors of internal and external issues that affect the organization Approves expenditures within the authority delegated by the Board Ensures that the operation of the organization meets the expectations of its clients, Board and Funders
<p>Senior Manager (Manager of Finance, Manager of Operations, Director of Finance, Controller)</p>	<ul style="list-style-type: none"> Reports to the Chief Executive and may liaise with the Board of Directors Oversees one or more organizational business areas: communications, marketing, finance, and others Responsible for staff oversight, may assist in development of strategic goals and/or ensures strategic goals are met within business areas under their authority
<p>Property Manager (Operations Manager, Building Manager)</p>	<ul style="list-style-type: none"> Oversees the management of housing facilities including the custodial and maintenance services provided by maintenance staff and a range of outside contractors Oversees activities of contractors and suppliers; monitors contracts for compliance and controls costs; monitors general expenditures of unit; performs quality control inspections to ensure adherence to contract specifications and organization standards Solicits bids for maintenance contractors and construction projects, and participates in the selection of contractors Responsible for ensuring the housing facility(s) under their responsibility is/are operated within the prescribed budget May work directly with tenants to ensure successful tenancies
<p>Housing/Property Management Assistant (Tenant Placement Assistant, Tenant Clerk)</p>	<ul style="list-style-type: none"> Maintains applicant waitlists and coordinates showing of units to prospective tenants; prepares tenancy agreements; processes rent and tenancy changes or terminations and initiates follow up action Responds to complaints and inquiries from tenants and refers for resolution as required May collect rents; resolve rental non-payment issues, initiate procedures to recover delinquent rents

<p>Accounting Clerk (Accounts Payable, Accounts Receivable)</p>	<ul style="list-style-type: none"> • Receives and sends, sorts, verifies, processes and prepares various accounting documents such as purchase orders, invoices, check requisitions, receivables, etc. • Assigns transactions to correct accounts and sub-accounts. Ensures that documents are accurate and have been approved by the relevant authority. Performs calculations and makes corrections where necessary • Using computerized information systems, performs data entry necessary to update accounts and files. Opens accounts according to specific instructions. Reviews validation reports produced by the system. Verifies and corrects data transmitted. Scans documents and verifies scanning quality • May conduct income verifications, rent reviews, and/or calculate tenant rent contributions
<p>Communications Coordinator (Social Media Coordinator)</p>	<ul style="list-style-type: none"> • Develops and delivers strategies related to internal and external communications • Produces and releases content to support business programming • Serves as a liaison to the media, coordinates media responses and spokespeople as appropriate, develops backgrounders and fact sheets
<p>Tenant Support Worker</p>	<ul style="list-style-type: none"> • Provides ongoing support to help tenants maintain their housing; provides emotional support, resource referrals, advocacy, assistance preparing for pest control, de-cluttering rooms, etc. • Assists the property/building manager in coordinating and facilitating any tenant meetings • Keeps accurate records, files, log notes and statistical information as per practice/policy
<p>Outreach Worker</p>	<ul style="list-style-type: none"> • Identifies and connects with individuals and families at risk of being homeless and provides linkages to housing, income assistance and community based support services • Provides support to clients to aid them in adapting to and maintaining a life off the streets by maintaining regular contact and monitoring their well-being • Works on landlord and tenancy issues; mediates between landlords and tenants in order to keep tenants housed • Maintains all necessary documentation including any data collection and reporting • Administers rent supplements directly to landlords on behalf of clients

<p>Maintenance Worker (Building Services Worker)</p>	<ul style="list-style-type: none"> • Performs and/or oversees maintenance work in compliance with organization safety policies and procedures • Assures that preventative maintenance is performed as scheduled
<p>Caretaker (Janitor, Custodian)</p>	<ul style="list-style-type: none"> • Performs basic cleaning of buildings including vacuuming carpets; mopping, buffing and waxing floors and stairways; dusting common area furniture and counters; washing windows, walls and doors, etc. • Cleans and maintains exterior areas of housing complexes; performs general grounds-keeping duties • May be responsible for completing small repairs to interior or exterior • Responds to tenant requests, inquiries and complaints and forwards those requiring further attention/action
<p>Administrative Assistant (Executive Assistant)</p>	<ul style="list-style-type: none"> • Ensures timely and accurate processing of organization correspondence, reports and meeting materials • Supports meetings (takes minutes), prepares correspondence, letters, and reports, ensuring timely response to inquiries and issues • Maintains confidential filing and tracking systems (may maintain documents related to Human Resources)
<p>Office Clerk/Receptionist</p>	<ul style="list-style-type: none"> • Receives and screens visitors and telephone calls • Responds to questions and concerns from the general public; provides information as is appropriate • Carries out miscellaneous administrative tasks such as copying and filing
<p>Shelter Support/Resource Worker</p>	<ul style="list-style-type: none"> • Provides support, supervision and assistance to individuals experiencing homelessness • Refers shelter guests to relevant community services • Completes required records and maintains statistical data



Section 1:

Respondent Overview

SECTION 1: RESPONDENT OVERVIEW

Table 1. Respondents by Society Portfolio Location

Region	#	%
Interior	33	28%
Lower Mainland	50	42%
Northern BC	13	11%
Vancouver Island	23	19%
Total	119	100%

Table 2. Respondents by Primary Service Provided

Primary Service Provided	#	%
Housing for Independent Tenants	48	40%
Health/Support Services	19	16%
Supportive Housing	24	20%
Emergency/Transitional Housing	14	12%
Multiple/Other	14	12%
Total	119	100%

Table 3. Respondents by Secondary Service Provided

Secondary Service Provided	#	%
Housing for Independent Tenants	29	25%
Health/Support Services	19	17%
Supportive Housing	23	20%
Emergency/Transitional Housing	5	4%
Not Applicable/None of the Above	39	34%
Total Respondents	115	100%
No Answer	4	
Total	119	

Table 4. Respondents by Total Assets

Total Assets	#	%
\$500,000 or less	10	8%
\$500,001 to \$1,000,000	7	6%
\$1,000,001 to \$5,000,000	39	33%
\$5,000,001 to \$10,000,000	20	17%
\$10,000,001 to \$15,000,000	7	6%
\$15,000,001 to \$20,000,000	7	6%
\$20,000,001 to \$30,000,000	5	4%
\$30,000,001 to \$100,000,000	11	9%
\$100,000,001 or more	13	11%
Total	119	100%

Table 5. Respondents by Annual Operating Budget

Annual Operating Budget	#	%
\$500,000 or less	29	24%
\$500,001 to \$1,000,000	13	11%
\$1,000,001 to \$5,000,000	46	39%
\$5,000,001 to \$10,000,000	12	10%
\$10,000,001 to \$15,000,000	4	3%
\$15,000,001 to \$20,000,000	3	3%
\$20,000,001 to \$30,000,000	1	1%
\$30,000,001 to \$100,000,000	8	7%
\$100,000,001 or more	3	3%
Total	119	100%

Table 6. Respondents by Total Number of Housing Units

Units	#	%
0 to 10 units	25	21%
11 to 50 units	30	25%
51 to 100 units	24	20%
101 to 500 units	27	23%
501 to 1,000 units	7	6%
1,001 units or more	6	5%
Total	119	100%

Table 7. Respondents by Total Number of Buildings

Buildings	#	%
0 to 1 buildings	40	34%
2 to 5 buildings	44	37%
6 to 10 buildings	17	14%
11 to 15 buildings	5	4%
16 to 20 buildings	3	3%
21 to 50 buildings	6	5%
51 buildings or more	3	3%
Total Respondents	118	100%
No Answer	1	
Total	119	

Table 8. Respondents by Number of Employees Reported

Number of Employees	#	%
0 to 2 employees	17	14%
3 to 5 employees	29	24%
6 to 20 employees	53	45%
21 to 50 employees	14	12%
51 to 100 employees	4	3%
101 to 150 employees	1	1%
151 employees or more	1	1%
Total	119	100%

Table 9. Number of Organizations with Comparable Positions³

Position	#	%
Chief Executive	108	91%
Senior Manager	74	62%
Property Manager	64	54%
Housing/Property Management Assistant	39	33%
Accounting Clerk	75	63%
Communications Coordinator	10	8%
Tenant Support Worker	42	35%
Outreach Worker	27	23%
Maintenance Worker	67	56%
Caretaker	44	37%
Administrative Assistant	42	35%
Office Clerk/Receptionist	34	29%
Shelter Support/Resource Worker	15	13%
Total	119	

Table 10. Full-time vs. Part-time Positions

Position	Full-time		Part-time		Total
	#	%	#	%	#
Chief Executive	79	79%	21	21%	100
Senior Manager	53	75%	18	25%	71
Property Manager	44	68%	21	32%	65
Housing/Property Management Assistant	23	61%	15	39%	38
Accounting Clerk	42	58%	31	42%	73
Communications Coordinator	3	38%	5	63%	8
Tenant Support Worker	31	56%	24	44%	55
Outreach Worker	21	60%	14	40%	35
Maintenance Worker	38	55%	31	45%	69
Caretaker	23	53%	20	47%	43
Administrative Assistant	24	57%	18	43%	42
Office Clerk/Receptionist	18	51%	17	49%	35
Shelter Support/Resource Worker	13	62%	8	38%	21

³ Not all organizations provided full salary and benefit details for each of their employees. Table 9 represents the number of organizations that selected they had one or more employees fitting the job description for the positions included in the 2018 survey. As such, totals for each position in Table 9 may be higher than the totals included in sections two to five of this report.

Table 11. Union vs. Non-Union Positions

Position	Union		Non-Union		Total
	#	%	#	%	#
Chief Executive	-	-	100	100%	100
Senior Manager	-	-	71	100%	71
Property Manager	4	6%	61	94%	65
Housing/Property Management Assistant	4	11%	34	89%	38
Accounting Clerk	11	15%	62	85%	73
Communications Coordinator	0	0%	8	100%	8
Tenant Support Worker	16	29%	39	71%	55
Outreach Worker	14	40%	21	60%	35
Maintenance Worker	22	32%	47	68%	69
Caretaker	13	30%	30	70%	43
Administrative Assistant	5	12%	37	88%	42
Office Clerk/Receptionist	12	34%	23	66%	35
Shelter Support/Resource Worker	8	38%	13	62%	21

Table 12. Average Weekly Hours of Work⁴

Position	Full-time		Part-time	
	Average Hours	#	Average Hours	#
Chief Executive	39.5	78	22.5	20
Senior Manager	39.1	53	21.4	18
Property Manager	37.6	44	21.5	21
Housing/Property Management Assistant	38.1	23	19.3	15
Accounting Clerk	36.1	42	15.4	31
Communications Coordinator	38.3	3	17.8	5
Tenant Support Worker	36.8	31	22.1	24
Outreach Worker	35.1	21	20.4	14
Maintenance Worker	35.0	38	18.1	31
Caretaker	37.1	23	16.8	20
Administrative Assistant	37.4	24	18.0	18
Office Clerk/Receptionist	36.5	18	23.5	17
Shelter Support/Resource Worker	36.3	13	24.5	8

⁴ Where a range of hours was given, the average was used. For example, if a respondent reported that their caretaker worked 35-45 hours a week, 40 hours was recorded.



Section 2:
Wage and Salary Tables,
by Region

SECTION 2: WAGE AND SALARY TABLES, BY REGION

All salaries have been converted to a fulltime equivalent, based on a 40-hour workweek, over 50 weeks.

WAGE AND SALARY TABLES, BRITISH COLUMBIA/ALL REGIONS

Table 13. Minimum, Mean and Maximum Hourly Wages, British Columbia/All Regions

Position	No. ⁵	Minimum	Mean	Maximum
Chief Executive	93	\$15.00	\$42.61	\$99.55
Senior Manager	54	\$19.00	\$35.70	\$77.91
Property Manager	58	\$15.00	\$26.15	\$43.46
Housing/Property Management Assistant	29	\$14.25	\$22.52	\$40.00
Accounting Clerk	58	\$15.00	\$24.20	\$38.06
Communications Coordinator	8	\$20.00	\$26.88	\$35.65
Tenant Support Worker ⁶	36	\$12.65	\$21.39	\$34.07
Outreach Worker	25	\$17.71	\$22.56	\$28.00
Maintenance Worker	46	\$12.65	\$21.67	\$34.00
Caretaker	40	\$12.65	\$18.38	\$31.27
Administrative Assistant	38	\$15.60	\$21.15	\$38.00
Office Clerk/Receptionist	31	\$15.00	\$19.83	\$25.50
Shelter Support/Resource Worker	13	\$15.00	\$22.39	\$30.00

Table 14. Minimum, Mean and Maximum Salaries, British Columbia/All Regions

Position	No.	Minimum	Mean	Maximum
Chief Executive	93	\$30,000.00	\$85,220.00	\$199,100.00
Senior Manager	54	\$38,000.00	\$71,398.67	\$155,820.00
Property Manager	58	\$30,000.00	\$52,302.74	\$86,920.00
Housing/Property Management Assistant	29	\$28,500.00	\$45,031.75	\$80,000.00
Accounting Clerk	58	\$30,000.00	\$48,398.00	\$76,120.00
Communications Coordinator	8	\$40,000.00	\$53,767.50	\$71,300.00
Tenant Support Worker	36	\$25,300.00	\$42,779.56	\$68,140.00
Outreach Worker	25	\$35,420.00	\$45,119.15	\$56,000.00
Maintenance Worker	46	\$25,300.00	\$43,342.13	\$68,000.00
Caretaker	40	\$25,300.00	\$36,755.03	\$62,540.00
Administrative Assistant	38	\$31,200.00	\$42,305.09	\$76,000.00
Office Clerk/Receptionist	31	\$30,000.00	\$39,668.29	\$51,000.00
Shelter Support/Resource Worker	13	\$30,000.00	\$44,789.45	\$60,000.00

⁵ This column shows the number of employees represented by the data associated with each job category in the table.

⁶ At the time of the survey, \$12.65 was the hourly minimum wage in British Columbia.

Table 15. Proportion of Organizations by Average Salary and Job Category, British Columbia/All Regions⁷

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	1%	3%	9%	12%	15%	13%	47%
Senior Manager	0%	4%	20%	24%	15%	9%	28%
Property Manager	0%	10%	28%	36%	7%	14%	5%
Housing/Property Management Assistant	3%	3%	72%	14%	3%	3%	0%
Accounting Clerk	3%	16%	48%	24%	5%	3%	0%
Communications Coordinator	0%	13%	25%	50%	0%	13%	0%
Tenant Support Worker	3%	28%	47%	19%	3%	0%	0%
Outreach Worker	0%	20%	72%	8%	0%	0%	0%
Maintenance Workers	7%	39%	39%	13%	2%	0%	0%
Caretaker	18%	60%	15%	5%	3%	0%	0%
Administrative Assistant	0%	42%	37%	13%	3%	5%	0%
Office Clerk/Receptionist	6%	48%	45%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	38%	54%	8%	0%	0%	0%

WAGE AND SALARY TABLES, INTERIOR

Table 16. Minimum, Mean and Maximum Hourly Wages, Interior

Position	No.	Minimum	Mean	Maximum
Chief Executive	30	\$15.00	\$32.91	\$58.76
Senior Manager	17	\$19.00	\$29.68	\$50.00
Property Manager	18	\$17.00	\$25.09	\$30.68
Housing/Property Management Assistant	6	\$14.25	\$21.04	\$24.00
Accounting Clerk	17	\$16.00	\$24.03	\$32.00
Communications Coordinator	1	\$23.00	\$23.00	\$23.00
Tenant Support Worker	8	\$12.65	\$20.96	\$31.19
Outreach Worker	8	\$18.15	\$21.91	\$27.74
Maintenance Worker	12	\$12.65	\$19.96	\$32.00
Caretaker	12	\$12.65	\$16.82	\$28.00
Administrative Assistant	8	\$17.50	\$18.91	\$28.00
Office Clerk/Receptionist	8	\$15.00	\$18.93	\$25.00
Shelter Support/Resource Worker	3	\$15.00	\$18.16	\$21.30

⁷ These tables provide a breakout of average salaries for each position included in the survey. The results are displayed by proportion of organizations. For example, Table 15 shows that 12% of respondents/organizations pay their Chief Executive from \$51,000 to \$60,000 annually.

Table 17. Minimum, Mean and Maximum Salaries, Interior

Position	No.	Minimum	Mean	Maximum
Chief Executive	30	\$30,000.00	\$65,810.00	\$117,520.00
Senior Manager	17	\$38,000.00	\$59,351.67	\$100,000.00
Property Manager	18	\$34,000.00	\$50,177.00	\$61,360.00
Housing/Property Management Assistant	6	\$28,500.00	\$42,083.33	\$48,000.00
Accounting Clerk	17	\$32,000.00	\$48,063.16	\$64,000.00
Communications Coordinator	1	\$46,000.00	\$46,000.00	\$46,000.00
Tenant Support Worker	8	\$25,300.00	\$41,918.24	\$62,380.00
Outreach Worker	8	\$36,300.00	\$43,815.00	\$55,480.00
Maintenance Worker	12	\$25,300.00	\$39,914.00	\$64,000.00
Caretaker	12	\$25,300.00	\$33,633.64	\$56,000.00
Administrative Assistant	8	\$35,000.00	\$37,814.55	\$56,000.00
Office Clerk/Receptionist	8	\$30,000.00	\$37,855.00	\$50,000.00
Shelter Support/Resource Worker	3	\$30,000.00	\$36,328.57	\$42,600.00

Table 18. Proportion of Organizations by Average Salary and Job Category, Interior

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	3%	3%	17%	17%	20%	13%	27%
Senior Manager	0%	12%	29%	29%	24%	0%	6%
Property Manager	0%	11%	44%	39%	6%	0%	0%
Housing/Property Management Assistant	17%	17%	67%	0%	0%	0%	0%
Accounting Clerk	0%	24%	47%	18%	12%	0%	0%
Communications Coordinator	0%	0%	100%	0%	0%	0%	0%
Tenant Support Worker	13%	25%	50%	13%	0%	0%	0%
Outreach Worker	0%	25%	75%	0%	0%	0%	0%
Maintenance Workers	25%	33%	25%	8%	8%	0%	0%
Caretaker	33%	42%	17%	8%	0%	0%	0%
Administrative Assistant	0%	63%	25%	13%	0%	0%	0%
Office Clerk/Receptionist	25%	50%	25%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	67%	33%	0%	0%	0%	0%

WAGE AND SALARY TABLES, THE LOWER MAINLAND

Table 19. Minimum, Mean and Maximum Hourly Wages, the Lower Mainland

Position	No.	Minimum	Mean	Maximum
Chief Executive	37	\$22.21	\$51.75	\$99.55
Senior Manager	23	\$23.81	\$38.92	\$77.91
Property Manager	26	\$15.00	\$26.71	\$41.83
Housing/Property Management Assistant	16	\$18.34	\$22.45	\$40.00
Accounting Clerk	23	\$15.00	\$25.03	\$38.06
Communications Coordinator	6	\$20.00	\$26.07	\$30.00
Tenant Support Worker	16	\$14.00	\$22.17	\$31.23
Outreach Worker	9	\$19.00	\$22.73	\$28.00
Maintenance Worker	21	\$18.04	\$21.55	\$34.00
Caretaker	17	\$12.65	\$18.58	\$31.27
Administrative Assistant	20	\$16.00	\$23.30	\$38.00
Office Clerk/Receptionist	11	\$16.00	\$20.78	\$24.00
Shelter Support/Resource Worker	4	\$17.00	\$21.34	\$27.74

Table 20. Minimum, Mean and Maximum Salaries, the Lower Mainland

Position	No.	Minimum	Mean	Maximum
Chief Executive	37	\$44,420.00	\$103,501.08	\$199,100.00
Senior Manager	23	\$47,620.00	\$77,837.43	\$155,820.00
Property Manager	26	\$30,000.00	\$53,412.55	\$83,660.00
Housing/Property Management Assistant	16	\$36,680.00	\$44,890.26	\$80,000.00
Accounting Clerk	23	\$30,000.00	\$50,057.30	\$76,120.00
Communications Coordinator	6	\$40,000.00	\$52,140.00	\$60,000.00
Tenant Support Worker	16	\$28,000.00	\$44,343.57	\$62,460.00
Outreach Worker	9	\$38,000.00	\$45,455.70	\$56,000.00
Maintenance Worker	21	\$36,080.00	\$43,095.96	\$68,000.00
Caretaker	17	\$25,300.00	\$37,161.68	\$62,540.00
Administrative Assistant	20	\$32,000.00	\$46,591.52	\$76,000.00
Office Clerk/Receptionist	11	\$32,000.00	\$41,550.77	\$48,000.00
Shelter Support/Resource Worker	4	\$34,000.00	\$42,687.65	\$55,480.00

Table 21. Proportion of Organizations by Average Salary and Job Category, the Lower Mainland

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	5%	5%	8%	14%	68%
Senior Manager	0%	0%	4%	13%	13%	17%	52%
Property Manager	0%	15%	4%	38%	12%	23%	8%
Housing/Property Management Assistant	0%	0%	75%	13%	6%	6%	0%
Accounting Clerk	4%	9%	52%	22%	4%	9%	0%
Communications Coordinator	0%	17%	17%	67%	0%	0%	0%
Tenant Support Worker	0%	19%	44%	38%	0%	0%	0%
Outreach Worker	0%	22%	67%	11%	0%	0%	0%
Maintenance Workers	0%	43%	43%	14%	0%	0%	0%
Caretaker	6%	65%	18%	6%	6%	0%	0%
Administrative Assistant	0%	30%	45%	15%	5%	5%	0%
Office Clerk/Receptionist	0%	36%	64%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	25%	75%	0%	0%	0%	0%

WAGE AND SALARY AND BENEFITS, NORTHERN BC

Table 22. Minimum, Mean and Maximum Hourly Wages, Northern BC

Position	No.	Minimum	Mean	Maximum
Chief Executive	9	\$23.81	\$33.64	\$45.79
Senior Manager	3	\$23.81	\$25.94	\$40.00
Property Manager	4	\$22.81	\$24.71	\$27.20
Housing/Property Management Assistant	3	\$22.81	\$23.21	\$23.81
Accounting Clerk	7	\$15.00	\$24.90	\$30.00
Communications Coordinator	0	-	-	-
Tenant Support Worker	3	\$15.00	\$18.09	\$22.81
Outreach Worker	4	\$17.71	\$22.61	\$27.50
Maintenance Worker	3	\$22.50	\$25.83	\$30.00
Caretaker	4	\$15.00	\$17.74	\$19.46
Administrative Assistant	3	\$15.60	\$12.33	\$20.00
Office Clerk/Receptionist	4	\$16.00	\$18.80	\$25.00
Shelter Support/Resource Worker	5	\$16.00	\$25.04	\$30.00

Table 23. Minimum, Mean and Maximum Salaries, Northern BC

Position	No.	Minimum	Mean	Maximum
Chief Executive	9	\$47,620.00	\$67,284.44	\$91,580.00
Senior Manager	3	\$47,620.00	\$51,880.00	\$80,000.00
Property Manager	4	\$45,620.00	\$49,410.00	\$54,400.00
Housing/Property Management Assistant	3	\$45,620.00	\$46,413.33	\$47,620.00
Accounting Clerk	7	\$30,000.00	\$49,805.71	\$60,000.00
Communications Coordinator	0	-	-	-
Tenant Support Worker	3	\$30,000.00	\$36,173.33	\$45,620.00
Outreach Worker	4	\$35,420.00	\$45,215.00	\$55,000.00
Maintenance Worker	3	\$45,000.00	\$51,666.67	\$60,000.00
Caretaker	4	\$30,000.00	\$35,480.00	\$38,920.00
Administrative Assistant	3	\$31,200.00	\$24,666.67	\$40,000.00
Office Clerk/Receptionist	4	\$32,000.00	\$37,600.00	\$50,000.00
Shelter Support/Resource Worker	5	\$32,000.00	\$50,088.00	\$60,000.00

Table 24. Proportion of Organizations by Average Salary and Job Category, Northern BC

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	11%	33%	22%	11%	22%
Senior Manager	0%	0%	67%	33%	0%	0%	0%
Property Manager	0%	0%	75%	25%	0%	0%	0%
Housing/Property Management Assistant	0%	0%	100%	0%	0%	0%	0%
Accounting Clerk	14%	0%	29%	57%	0%	0%	0%
Communications Coordinator	-	-	-	-	-	-	-
Tenant Support Worker	0%	67%	33%	0%	0%	0%	0%
Outreach Worker	0%	25%	50%	25%	0%	0%	0%
Maintenance Workers	0%	0%	67%	33%	0%	0%	0%
Caretaker	25%	75%	0%	0%	0%	0%	0%
Administrative Assistant	0%	100%	0%	0%	0%	0%	0%
Office Clerk/Receptionist	0%	75%	25%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	40%	40%	20%	0%	0%	0%

WAGE AND SALARY TABLES, VANCOUVER ISLAND

Table 25. Minimum, Mean and Maximum Hourly Wages, Vancouver Island

Position	No.	Minimum	Mean	Maximum
Chief Executive	17	\$17.00	\$40.69	\$67.75
Senior Manager	11	\$20.00	\$33.46	\$48.16
Property Manager	10	\$20.00	\$26.09	\$43.46
Housing/Property Management Assistant	4	\$21.00	\$23.75	\$27.56
Accounting Clerk	11	\$18.00	\$22.29	\$30.00
Communications Coordinator	1	\$35.65	\$35.65	\$35.65
Tenant Support Worker	9	\$17.00	\$21.07	\$34.07
Outreach Worker	4	\$20.66	\$22.76	\$24.26
Maintenance Worker	10	\$17.02	\$22.68	\$33.59
Caretaker	7	\$14.00	\$18.91	\$20.64
Administrative Assistant	7	\$18.18	\$18.71	\$36.00
Office Clerk/Receptionist	8	\$16.50	\$19.85	\$25.50
Shelter Support/Resource Worker	1	\$21.60	\$23.52	\$24.00

Table 26. Minimum, Mean and Maximum Salaries, Vancouver Island

Position	No.	Minimum	Mean	Maximum
Chief Executive	17	\$34,000.00	\$81,372.94	\$135,500.00
Senior Manager	11	\$40,000.00	\$66,919.13	\$96,320.00
Property Manager	10	\$40,000.00	\$52,177.00	\$86,920.00
Housing/Property Management Assistant	4	\$42,000.00	\$47,490.00	\$55,120.00
Accounting Clerk	11	\$36,000.00	\$44,581.18	\$60,000.00
Communications Coordinator	1	\$71,300.00	\$71,300.00	\$71,300.00
Tenant Support Worker	9	\$34,000.00	\$42,130.04	\$68,140.00
Outreach Worker	4	\$41,320.00	\$45,512.73	\$48,520.00
Maintenance Worker	10	\$34,040.00	\$45,364.24	\$67,180.00
Caretaker	7	\$28,000.00	\$37,812.50	\$41,280.00
Administrative Assistant	7	\$36,360.00	\$37,412.50	\$72,000.00
Office Clerk/Receptionist	8	\$33,000.00	\$39,693.33	\$51,000.00
Shelter Support/Resource Worker	1	\$43,200.00	\$47,040.00	\$48,000.00

Table 27. Proportion of Organizations by Average Salary and Job Category, Vancouver Island

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	12%	0%	6%	18%	12%	53%
Senior Manager	0%	0%	27%	36%	9%	9%	18%
Property Manager	0%	0%	40%	30%	0%	20%	10%
Housing/Property Management Assistant	0%	0%	50%	50%	0%	0%	0%
Accounting Clerk	0%	27%	55%	18%	0%	0%	0%
Communications Coordinator	0%	0%	0%	0%	0%	100%	0%
Tenant Support Worker	0%	33%	56%	0%	11%	0%	0%
Outreach Worker	0%	0%	100%	0%	0%	0%	0%
Maintenance Workers	0%	50%	40%	10%	0%	0%	0%
Caretaker	14%	71%	14%	0%	0%	0%	0%
Administrative Assistant	0%	29%	43%	14%	0%	14%	0%
Office Clerk/Receptionist	0%	50%	50%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	0%	100%	0%	0%	0%	0%



Section 3:

Wage and Salary Tables,
by Annual Operating Budget

SECTION 3: WAGE AND SALARY TABLES, BY ANNUAL OPERATING BUDGET

All salaries have been converted to a fulltime equivalent, based on a 40-hour workweek, over 50 weeks.

WAGE AND SALARY TABLES, \$500,000 OR LESS

Table 28. Minimum, Mean and Maximum Hourly Wages, \$500,000 or Less

Position	No.	Minimum	Mean	Maximum
Chief Executive	20	\$15.00	\$26.79	\$40.00
Senior Manager	9	\$19.00	\$25.34	\$41.58
Property Manager	11	\$17.00	\$23.89	\$41.58
Housing/Property Management Assistant	4	\$14.25	\$20.52	\$23.81
Accounting Clerk	8	\$15.00	\$22.98	\$30.00
Communications Coordinator	1	\$20.00	\$20.00	\$20.00
Tenant Support Worker	6	\$12.65	\$16.85	\$22.00
Outreach Worker	2	\$20.00	\$20.75	\$21.00
Maintenance Worker	7	\$12.65	\$18.64	\$30.00
Caretaker	6	\$14.00	\$18.53	\$25.00
Administrative Assistant	3	\$16.00	\$19.00	\$21.00
Office Clerk/Receptionist	1	\$18.76	\$18.76	\$18.76
Shelter Support/Resource Worker	1	\$21.00	\$21.00	\$21.00

Table 29. Minimum, Mean and Maximum Salaries, \$500,000 or Less

Position	No.	Minimum	Mean	Maximum
Chief Executive	20	\$30,000.00	\$53,587.00	\$80,000.00
Senior Manager	9	\$38,000.00	\$50,673.33	\$83,160.00
Property Manager	11	\$34,000.00	\$47,778.18	\$83,160.00
Housing/Property Management Assistant	4	\$28,500.00	\$41,030.00	\$47,620.00
Accounting Clerk	8	\$30,000.00	\$45,952.50	\$60,000.00
Communications Coordinator	1	\$40,000.00	\$40,000.00	\$40,000.00
Tenant Support Worker	6	\$25,300.00	\$33,695.65	\$44,000.00
Outreach Worker	2	\$40,000.00	\$41,500.00	\$42,000.00
Maintenance Worker	7	\$25,300.00	\$37,288.33	\$60,000.00
Caretaker	6	\$28,000.00	\$37,056.67	\$50,000.00
Administrative Assistant	3	\$32,000.00	\$38,000.00	\$42,000.00
Office Clerk/Receptionist	1	\$37,520.00	\$37,520.00	\$37,520.00
Shelter Support/Resource Worker	1	\$42,000.00	\$42,000.00	\$42,000.00

Table 30. Proportion of Organizations by Average Salary and Job Category, \$500,000 or Less

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	5%	15%	25%	30%	5%	20%	0%
Senior Manager	0%	22%	33%	33%	0%	0%	11%
Property Manager	0%	27%	45%	18%	0%	0%	9%
Housing/Property Management Assistant	25%	0%	75%	0%	0%	0%	0%
Accounting Clerk	13%	25%	38%	25%	0%	0%	0%
Communications Coordinator	0%	100%	0%	0%	0%	0%	0%
Tenant Support Worker	17%	67%	17%	0%	0%	0%	0%
Outreach Worker	0%	50%	50%	0%	0%	0%	0%
Maintenance Workers	29%	43%	14%	14%	0%	0%	0%
Caretaker	33%	50%	17%	0%	0%	0%	0%
Administrative Assistant	0%	67%	33%	0%	0%	0%	0%
Office Clerk/Receptionist	0%	100%	0%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	0%	100%	0%	0%	0%	0%

WAGE AND SALARY TABLES, \$500,001 TO \$1,000,000

Table 31. Minimum, Mean and Maximum Hourly Wages, \$500,001 to \$1,000,000

Position	No.	Minimum	Mean	Maximum
Chief Executive	10	\$25.00	\$35.23	\$59.39
Senior Manager	4	\$22.00	\$30.78	\$40.80
Property Manager	6	\$18.00	\$24.19	\$30.68
Housing/Property Management Assistant	1	\$20.00	\$20.00	\$20.00
Accounting Clerk	4	\$18.26	\$22.88	\$26.75
Communications Coordinator	1	\$28.26	\$28.26	\$28.26
Tenant Support Worker	3	\$15.00	\$17.62	\$29.47
Outreach Worker	2	\$18.15	\$19.06	\$21.14
Maintenance Worker	4	\$17.02	\$18.86	\$21.14
Caretaker	3	\$15.00	\$15.48	\$18.00
Administrative Assistant	1	\$19.58	\$19.58	\$19.58
Office Clerk/Receptionist	4	\$16.00	\$17.08	\$20.55
Shelter Support/Resource Worker	2	\$15.00	\$17.30	\$18.00

Table 32. Minimum, Mean and Maximum Salaries, \$500,001 to \$1,000,000

Position	No.	Minimum	Mean	Maximum
Chief Executive	10	\$50,000.00	\$70,468.00	\$118,780.00
Senior Manager	4	\$44,000.00	\$61,560.00	\$81,600.00
Property Manager	6	\$36,000.00	\$48,385.71	\$61,360.00
Housing/Property Management Assistant	1	\$40,000.00	\$40,000.00	\$40,000.00
Accounting Clerk	4	\$36,520.00	\$45,760.00	\$53,500.00
Communications Coordinator	1	\$56,520.00	\$56,520.00	\$56,520.00
Tenant Support Worker	3	\$30,000.00	\$35,245.00	\$58,940.00
Outreach Worker	2	\$36,300.00	\$38,114.29	\$42,280.00
Maintenance Worker	4	\$34,040.00	\$37,725.00	\$42,280.00
Caretaker	3	\$30,000.00	\$30,957.14	\$36,000.00
Administrative Assistant	1	\$39,160.00	\$39,160.00	\$39,160.00
Office Clerk/Receptionist	4	\$32,000.00	\$34,167.50	\$41,100.00
Shelter Support/Resource Worker	2	\$30,000.00	\$34,600.00	\$36,000.00

Table 33. Proportion of Organizations by Average Salary and Job Category, \$500,001 to \$1,000,000

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	20%	10%	30%	20%	20%
Senior Manager	0%	0%	25%	25%	25%	0%	25%
Property Manager	0%	17%	50%	17%	17%	0%	0%
Housing/Property Management Assistant	0%	100%	0%	0%	0%	0%	0%
Accounting Clerk	0%	25%	50%	25%	0%	0%	0%
Communications Coordinator	0%	0%	0%	100%	0%	0%	0%
Tenant Support Worker	0%	67%	0%	33%	0%	0%	0%
Outreach Worker	0%	100%	0%	0%	0%	0%	0%
Maintenance Workers	0%	75%	25%	0%	0%	0%	0%
Caretaker	33%	67%	0%	0%	0%	0%	0%
Administrative Assistant	0%	100%	0%	0%	0%	0%	0%
Office Clerk/Receptionist	0%	75%	25%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	100%	0%	0%	0%	0%	0%

WAGE AND SALARY TABLES, \$1,000,001 TO \$5,000,000

Table 34. Minimum, Mean and Maximum Hourly Wages, \$1,000,001 to \$5,000,000

Position	No.	Minimum	Mean	Maximum
Chief Executive	39	\$25.50	\$41.00	\$59.00
Senior Manager	22	\$20.00	\$29.79	\$50.00
Property Manager	22	\$18.00	\$26.64	\$40.39
Housing/Property Management Assistant	10	\$18.34	\$20.90	\$24.50
Accounting Clerk	26	\$15.00	\$24.09	\$32.00
Communications Coordinator	3	\$23.00	\$27.00	\$30.00
Tenant Support Worker	15	\$15.00	\$20.79	\$31.19
Outreach Worker	17	\$17.71	\$22.65	\$28.00
Maintenance Worker	17	\$15.50	\$22.18	\$32.00
Caretaker	18	\$12.65	\$19.06	\$30.00
Administrative Assistant	19	\$15.60	\$17.47	\$28.00
Office Clerk/Receptionist	14	\$15.00	\$19.35	\$25.00
Shelter Support/Resource Worker	6	\$16.00	\$24.31	\$30.00

Table 35. Minimum, Mean and Maximum Salaries, \$1,000,001 to \$5,000,000

Position	No.	Minimum	Mean	Maximum
Chief Executive	39	\$51,000.00	\$82,000.51	\$118,000.00
Senior Manager	22	\$40,000.00	\$59,583.40	\$100,000.00
Property Manager	22	\$36,000.00	\$53,278.67	\$80,780.00
Housing/Property Management Assistant	10	\$36,680.00	\$41,808.40	\$49,000.00
Accounting Clerk	26	\$30,000.00	\$48,182.67	\$64,000.00
Communications Coordinator	3	\$46,000.00	\$54,000.00	\$60,000.00
Tenant Support Worker	15	\$30,000.00	\$41,578.27	\$62,380.00
Outreach Worker	17	\$35,420.00	\$45,294.24	\$56,000.00
Maintenance Worker	17	\$31,000.00	\$44,366.96	\$64,000.00
Caretaker	18	\$25,300.00	\$38,127.86	\$60,000.00
Administrative Assistant	19	\$31,200.00	\$34,935.00	\$56,000.00
Office Clerk/Receptionist	14	\$30,000.00	\$38,690.67	\$50,000.00
Shelter Support/Resource Worker	6	\$32,000.00	\$48,626.30	\$60,000.00

Table 36. Proportion of Organizations by Average Salary and Job Category, \$1,000,001 to \$5,000,000

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	0%	8%	23%	15%	54%
Senior Manager	0%	0%	27%	41%	18%	9%	5%
Property Manager	0%	9%	36%	45%	5%	5%	0%
Housing/Property Management Assistant	0%	0%	100%	0%	0%	0%	0%
Accounting Clerk	4%	12%	54%	23%	8%	0%	0%
Communications Coordinator	0%	0%	33%	67%	0%	0%	0%
Tenant Support Worker	0%	27%	60%	13%	0%	0%	0%
Outreach Worker	0%	12%	76%	12%	0%	0%	0%
Maintenance Workers	0%	35%	47%	12%	6%	0%	0%
Caretaker	17%	56%	17%	11%	0%	0%	0%
Administrative Assistant	0%	53%	37%	11%	0%	0%	0%
Office Clerk/Receptionist	14%	50%	36%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	50%	33%	17%	0%	0%	0%

WAGE AND SALARY TABLES, \$5,000,001 TO \$10,000,000

Table 37. Minimum, Mean and Maximum Hourly Wages, \$5,000,001 to \$10,000,000

Position	No.	Minimum	Mean	Maximum
Chief Executive	10	\$41.00	\$61.23	\$99.55
Senior Manager	8	\$31.40	\$43.18	\$77.91
Property Manager	6	\$22.95	\$34.73	\$43.46
Housing/Property Management Assistant	5	\$22.00	\$25.19	\$28.00
Accounting Clerk	10	\$18.30	\$24.35	\$36.92
Communications Coordinator	1	\$27.41	\$27.41	\$27.41
Tenant Support Worker	5	\$19.29	\$21.57	\$34.07
Outreach Worker	1	\$21.00	\$21.00	\$21.00
Maintenance Worker	8	\$18.00	\$24.76	\$34.00
Caretaker	5	\$12.65	\$17.68	\$20.64
Administrative Assistant	6	\$19.55	\$23.10	\$29.12
Office Clerk/Receptionist	5	\$18.30	\$20.16	\$21.99
Shelter Support/Resource Worker	2	\$21.14	\$22.15	\$27.74

Table 38. Minimum, Mean and Maximum Salaries, \$5,000,001 to \$10,000,000

Position	No.	Minimum	Mean	Maximum
Chief Executive	10	\$82,000.00	\$122,452.00	\$199,100.00
Senior Manager	8	\$62,800.00	\$86,351.00	\$155,820.00
Property Manager	6	\$45,900.00	\$69,453.33	\$86,920.00
Housing/Property Management Assistant	5	\$44,000.00	\$50,380.00	\$56,000.00
Accounting Clerk	10	\$36,600.00	\$48,709.23	\$73,840.00
Communications Coordinator	1	\$54,820.00	\$54,820.00	\$54,820.00
Tenant Support Worker	5	\$38,580.00	\$43,133.44	\$68,140.00
Outreach Worker	1	\$42,000.00	\$42,000.00	\$42,000.00
Maintenance Worker	8	\$36,000.00	\$49,529.63	\$68,000.00
Caretaker	5	\$25,300.00	\$35,356.19	\$41,280.00
Administrative Assistant	6	\$39,100.00	\$46,200.00	\$58,240.00
Office Clerk/Receptionist	5	\$36,600.00	\$40,310.00	\$43,980.00
Shelter Support/Resource Worker	2	\$42,280.00	\$44,295.00	\$55,480.00

Table 39. Proportion of Organizations by Average Salary and Job Category, \$5,000,001 to \$10,000,000

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	0%	0%	0%	0%	100%
Senior Manager	0%	0%	0%	0%	13%	25%	63%
Property Manager	0%	0%	0%	50%	0%	17%	33%
Housing/Property Management Assistant	0%	0%	40%	60%	0%	0%	0%
Accounting Clerk	0%	30%	30%	30%	0%	10%	0%
Communications Coordinator	0%	0%	0%	100%	0%	0%	0%
Tenant Support Worker	0%	0%	60%	20%	20%	0%	0%
Outreach Worker	0%	0%	100%	0%	0%	0%	0%
Maintenance Workers	13%	25%	25%	38%	0%	0%	0%
Caretaker	20%	60%	20%	0%	0%	0%	0%
Administrative Assistant	0%	17%	67%	17%	0%	0%	0%
Office Clerk/Receptionist	0%	60%	40%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	0%	100%	0%	0%	0%	0%

WAGE AND SALARY TABLES, \$10,000,001 OR MORE

Table 40. Minimum, Mean and Maximum Hourly Wages, \$10,000,001 or More

Position	No.	Minimum	Mean	Maximum
Chief Executive	14	\$41.00	\$56.92	\$92.31
Senior Manager	11	\$31.40	\$42.30	\$55.00
Property Manager	13	\$22.95	\$24.75	\$40.00
Housing/Property Management Assistant	9	\$22.00	\$24.57	\$40.00
Accounting Clerk	10	\$18.30	\$24.85	\$38.06
Communications Coordinator	2	\$27.41	\$29.20	\$35.65
Tenant Support Worker	7	\$19.29	\$22.53	\$31.23
Outreach Worker	3	\$21.00	\$23.25	\$24.26
Maintenance Worker	10	\$18.00	\$21.10	\$33.59
Caretaker	8	\$12.65	\$18.52	\$31.27
Administrative Assistant	9	\$19.55	\$25.19	\$38.00
Office Clerk/Receptionist	7	\$18.30	\$22.42	\$25.50
Shelter Support/Resource Worker	2	\$21.14	\$21.57	\$24.00

Table 41. Minimum, Mean and Maximum Salaries, \$10,000,001 or More

Position	No.	Minimum	Mean	Maximum
Chief Executive	14	\$82,000.00	\$113,841.43	\$184,620.00
Senior Manager	11	\$62,800.00	\$84,604.74	\$110,000.00
Property Manager	13	\$45,900.00	\$49,501.58	\$80,000.00
Housing/Property Management Assistant	9	\$44,000.00	\$49,132.35	\$80,000.00
Accounting Clerk	10	\$36,600.00	\$49,699.20	\$76,120.00
Communications Coordinator	2	\$54,820.00	\$58,400.00	\$71,300.00
Tenant Support Worker	7	\$38,580.00	\$45,068.51	\$62,460.00
Outreach Worker	3	\$42,000.00	\$46,496.00	\$48,520.00
Maintenance Worker	10	\$36,000.00	\$42,205.00	\$67,180.00
Caretaker	8	\$25,300.00	\$37,032.71	\$62,540.00
Administrative Assistant	9	\$39,100.00	\$50,380.00	\$76,000.00
Office Clerk/Receptionist	7	\$36,600.00	\$44,847.27	\$51,000.00
Shelter Support/Resource Worker	2	\$42,280.00	\$43,131.09	\$48,000.00

Table 42. Proportion of Organizations by Average Salary and Job Category, \$10,000,001 or More

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	7%	7%	7%	0%	79%
Senior Manager	0%	0%	9%	0%	18%	9%	64%
Property Manager	0%	0%	0%	38%	15%	46%	0%
Housing/Property Management Assistant	0%	0%	67%	11%	11%	11%	0%
Accounting Clerk	0%	0%	60%	20%	10%	10%	0%
Communications Coordinator	0%	0%	50%	0%	0%	50%	0%
Tenant Support Worker	0%	0%	57%	43%	0%	0%	0%
Outreach Worker	0%	0%	100%	0%	0%	0%	0%
Maintenance Workers	0%	40%	60%	0%	0%	0%	0%
Caretaker	0%	75%	13%	0%	13%	0%	0%
Administrative Assistant	0%	22%	22%	22%	11%	22%	0%
Office Clerk/Receptionist	0%	14%	86%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	0%	100%	0%	0%	0%	0%



Section 4:

Wage and Salary Tables,
by Primary Service Provided

SECTION 4: WAGE AND SALARY TABLES, BY PRIMARY SERVICE PROVIDED

All salaries have been converted to a fulltime equivalent, based on a 40-hour workweek, over 50 weeks.

WAGE AND SALARY TABLES, HOUSING FOR INDEPENDENT TENANTS

Table 43. Minimum, Mean and Maximum Hourly Wages, Housing for Independent Tenants

Position	No.	Minimum	Mean	Maximum
Chief Executive	32	\$15.00	\$43.59	\$99.55
Senior Manager	16	\$19.00	\$40.37	\$77.91
Property Manager	26	\$15.00	\$23.70	\$43.46
Housing/Property Management Assistant	11	\$14.25	\$23.40	\$28.00
Accounting Clerk	22	\$15.00	\$25.12	\$38.06
Communications Coordinator	2	\$22.75	\$25.38	\$28.00
Tenant Support Worker	10	\$20.00	\$23.61	\$34.07
Outreach Worker	1	\$21.54	\$21.54	\$21.54
Maintenance Worker	17	\$12.65	\$22.60	\$34.00
Caretaker	15	\$13.00	\$18.54	\$31.27
Administrative Assistant	10	\$17.50	\$23.70	\$36.00
Office Clerk/Receptionist	10	\$16.50	\$20.17	\$25.50
Shelter Support/Resource Worker	0	-	-	-

Table 44. Minimum, Mean and Maximum Salaries, Housing for Independent Tenants

Position	No.	Minimum	Mean	Maximum
Chief Executive	32	\$30,000.00	\$87,180.00	\$199,100.00
Senior Manager	16	\$38,000.00	\$80,737.58	\$155,820.00
Property Manager	26	\$30,000.00	\$47,405.49	\$86,920.00
Housing/Property Management Assistant	11	\$28,500.00	\$46,804.86	\$56,000.00
Accounting Clerk	22	\$30,000.00	\$50,230.00	\$76,120.00
Communications Coordinator	2	\$45,500.00	\$50,750.00	\$56,000.00
Tenant Support Worker	10	\$40,000.00	\$47,212.63	\$68,140.00
Outreach Worker	1	\$43,080.00	\$43,080.00	\$43,080.00
Maintenance Workers	17	\$25,300.00	\$45,199.13	\$68,000.00
Caretaker	15	\$26,000.00	\$37,080.69	\$62,540.00
Administrative Assistant	10	\$35,000.00	\$47,397.89	\$72,000.00
Office Clerk/Receptionist	10	\$33,000.00	\$40,344.71	\$51,000.00
Shelter Support/Resource Worker	0	-	-	-

Table 45. Proportion of Organizations by Average Salary and Job Category, Housing for Independent Tenants

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	3%	9%	13%	16%	9%	6%	44%
Senior Manager	0%	6%	19%	13%	6%	6%	50%
Property Manager	0%	12%	27%	38%	8%	8%	8%
Housing/Property Management Assistant	9%	0%	73%	18%	0%	0%	0%
Accounting Clerk	5%	9%	45%	32%	0%	9%	0%
Communications Coordinator	0%	0%	50%	50%	0%	0%	0%
Tenant Support Worker	0%	0%	50%	40%	10%	0%	0%
Outreach Worker	0%	0%	100%	0%	0%	0%	0%
Maintenance Workers	12%	35%	29%	18%	6%	0%	0%
Caretaker	13%	53%	27%	0%	7%	0%	0%
Administrative Assistant	0%	40%	40%	0%	10%	10%	0%
Office Clerk/Receptionist	0%	40%	60%	0%	0%	0%	0%
Shelter Support/Resource Worker	-	-	-	-	-	-	-

WAGE AND SALARY TABLES, HEALTH/SUPPORT SERVICES

Table 46. Minimum, Mean and Maximum Hourly Wages, Health/Support Services

Position	No.	Minimum	Mean	Maximum
Chief Executive	18	\$28.74	\$40.91	\$69.00
Senior Manager	11	\$24.00	\$35.49	\$48.00
Property Manager	11	\$20.00	\$27.21	\$38.00
Housing/Property Management Assistant	7	\$20.70	\$22.12	\$40.00
Accounting Clerk	10	\$15.00	\$24.91	\$32.00
Communications Coordinator	1	\$23.00	\$23.00	\$23.00
Tenant Support Worker	7	\$19.39	\$22.26	\$31.19
Outreach Worker	10	\$18.15	\$22.30	\$27.74
Maintenance Worker	10	\$18.18	\$21.51	\$30.00
Caretaker	7	\$15.00	\$21.12	\$30.00
Administrative Assistant	8	\$15.60	\$18.36	\$38.00
Office Clerk/Receptionist	8	\$15.00	\$19.54	\$24.00
Shelter Support/Resource Worker	3	\$17.00	\$27.11	\$30.00

Table 47. Minimum, Mean and Maximum Salaries, Health/Support Services

Position	No.	Minimum	Mean	Maximum
Chief Executive	18	\$57,480.00	\$81,820.00	\$138,000.00
Senior Manager	11	\$48,000.00	\$70,974.17	\$96,000.00
Property Manager	11	\$40,000.00	\$54,418.67	\$76,000.00
Housing/Property Management Assistant	7	\$41,400.00	\$44,236.00	\$80,000.00
Accounting Clerk	10	\$30,000.00	\$49,829.09	\$64,000.00
Communications Coordinator	1	\$46,000.00	\$46,000.00	\$46,000.00
Tenant Support Worker	7	\$38,780.00	\$44,514.44	\$62,380.00
Outreach Worker	10	\$36,300.00	\$44,603.27	\$55,480.00
Maintenance Workers	10	\$36,360.00	\$43,023.53	\$60,000.00
Caretaker	7	\$30,000.00	\$42,247.27	\$60,000.00
Administrative Assistant	8	\$31,200.00	\$36,722.22	\$76,000.00
Office Clerk/Receptionist	8	\$30,000.00	\$39,082.22	\$48,000.00
Shelter Support/Resource Worker	3	\$34,000.00	\$54,213.06	\$60,000.00

Table 48. Proportion of Organizations by Average Salary and Job Category, Health/Support Services

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	0%	6%	33%	22%	39%
Senior Manager	0%	0%	36%	27%	18%	0%	18%
Property Manager	0%	0%	45%	36%	9%	9%	0%
Housing/Property Management Assistant	0%	0%	86%	0%	0%	14%	0%
Accounting Clerk	10%	0%	60%	10%	20%	0%	0%
Communications Coordinator	0%	0%	100%	0%	0%	0%	0%
Tenant Support Worker	0%	14%	71%	14%	0%	0%	0%
Outreach Worker	0%	10%	80%	10%	0%	0%	0%
Maintenance Workers	0%	40%	40%	20%	0%	0%	0%
Caretaker	14%	43%	14%	29%	0%	0%	0%
Administrative Assistant	0%	50%	25%	13%	0%	13%	0%
Office Clerk/Receptionist	13%	50%	38%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	33%	33%	33%	0%	0%	0%

WAGE AND SALARY TABLES, SUPPORTIVE HOUSING

Table 49. Minimum, Mean and Maximum Hourly Wages, Supportive Housing

Position	No.	Minimum	Mean	Maximum
Chief Executive	20	\$22.00	\$39.91	\$67.75
Senior Manager	11	\$19.00	\$32.94	\$48.16
Property Manager	8	\$18.50	\$30.99	\$41.83
Housing/Property Management Assistant	4	\$20.00	\$23.57	\$27.56
Accounting Clerk	11	\$16.00	\$22.65	\$30.00
Communications Coordinator	3	\$20.00	\$28.55	\$35.65
Tenant Support Worker	8	\$12.65	\$21.00	\$30.00
Outreach Worker	5	\$17.71	\$22.49	\$25.00
Maintenance Worker	7	\$18.00	\$23.17	\$33.59
Caretaker	8	\$12.65	\$17.01	\$20.00
Administrative Assistant	9	\$16.00	\$22.83	\$29.95
Office Clerk/Receptionist	5	\$15.00	\$18.82	\$22.78
Shelter Support/Resource Worker	2	\$21.30	\$23.24	\$24.00

Table 50. Minimum, Mean and Maximum Salaries, Supportive Housing

Position	No.	Minimum	Mean	Maximum
Chief Executive	20	\$44,000.00	\$79,820.00	\$135,500.00
Senior Manager	11	\$38,000.00	\$65,883.48	\$96,320.00
Property Manager	8	\$37,000.00	\$61,983.64	\$83,660.00
Housing/Property Management Assistant	4	\$40,000.00	\$47,140.00	\$55,120.00
Accounting Clerk	11	\$32,000.00	\$45,300.00	\$60,000.00
Communications Coordinator	3	\$40,000.00	\$57,100.00	\$71,300.00
Tenant Support Worker	8	\$25,300.00	\$41,990.16	\$60,000.00
Outreach Worker	5	\$35,420.00	\$44,986.00	\$50,000.00
Maintenance Workers	7	\$36,000.00	\$46,343.33	\$67,180.00
Caretaker	8	\$25,300.00	\$34,024.83	\$40,000.00
Administrative Assistant	9	\$32,000.00	\$45,656.00	\$59,900.00
Office Clerk/Receptionist	5	\$30,000.00	\$37,632.00	\$45,560.00
Shelter Support/Resource Worker	2	\$42,600.00	\$46,485.00	\$48,000.00

Table 51. Proportion of Organizations by Average Salary and Job Category, Supportive Housing

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	15%	10%	15%	15%	45%
Senior Manager	0%	9%	18%	27%	9%	18%	18%
Property Manager	0%	13%	13%	50%	0%	13%	13%
Housing/Property Management Assistant	0%	25%	50%	25%	0%	0%	0%
Accounting Clerk	0%	36%	45%	18%	0%	0%	0%
Communications Coordinator	0%	33%	0%	33%	0%	33%	0%
Tenant Support Worker	13%	50%	25%	13%	0%	0%	0%
Outreach Worker	0%	40%	60%	0%	0%	0%	0%
Maintenance Workers	14%	43%	29%	14%	0%	0%	0%
Caretaker	25%	75%	0%	0%	0%	0%	0%
Administrative Assistant	0%	33%	33%	33%	0%	0%	0%
Office Clerk/Receptionist	20%	60%	20%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	0%	100%	0%	0%	0%	0%

WAGE AND SALARY TABLES, EMERGENCY/TRANSITIONAL HOUSING

Table 52. Minimum, Mean and Maximum Hourly Wages, Emergency/Transitional Housing

Position	No.	Minimum	Mean	Maximum
Chief Executive	11	\$28.55	\$41.02	\$59.39
Senior Manager	7	\$24.00	\$29.81	\$40.80
Property Manager	6	\$18.00	\$28.70	\$40.39
Housing/Property Management Assistant	2	\$18.34	\$20.53	\$22.45
Accounting Clerk	8	\$19.54	\$22.92	\$26.75
Communications Coordinator	1	\$28.26	\$28.26	\$28.26
Tenant Support Worker	8	\$15.00	\$20.07	\$29.47
Outreach Worker	5	\$19.00	\$22.00	\$28.00
Maintenance Worker	4	\$18.58	\$20.47	\$21.14
Caretaker	5	\$12.65	\$18.57	\$24.00
Administrative Assistant	5	\$16.00	\$19.60	\$24.00
Office Clerk/Receptionist	4	\$16.00	\$18.91	\$25.00
Shelter Support/Resource Worker	4	\$15.00	\$17.63	\$20.50

Table 53. Minimum, Mean and Maximum Salaries, Emergency/Transitional Housing

Position	No.	Minimum	Mean	Maximum
Chief Executive	11	\$57,100.00	\$82,040.00	\$118,780.00
Senior Manager	7	\$48,000.00	\$59,623.75	\$81,600.00
Property Manager	6	\$36,000.00	\$57,390.00	\$80,780.00
Housing/Property Management Assistant	2	\$36,680.00	\$41,069.66	\$44,900.00
Accounting Clerk	8	\$39,080.00	\$45,837.50	\$53,500.00
Communications Coordinator	1	\$56,520.00	\$56,520.00	\$56,520.00
Tenant Support Worker	8	\$30,000.00	\$40,141.34	\$58,940.00
Outreach Worker	5	\$38,000.00	\$44,000.00	\$56,000.00
Maintenance Workers	4	\$37,160.00	\$40,930.00	\$42,280.00
Caretaker	5	\$25,300.00	\$37,144.44	\$48,000.00
Administrative Assistant	5	\$32,000.00	\$39,193.33	\$48,000.00
Office Clerk/Receptionist	4	\$32,000.00	\$37,816.00	\$50,000.00
Shelter Support/Resource Worker	4	\$30,000.00	\$35,260.00	\$41,000.00

Table 54. Proportion of Organizations by Average Salary and Job Category, Emergency/Transitional Housing

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	0%	9%	18%	27%	45%
Senior Manager	0%	0%	0%	43%	43%	0%	14%
Property Manager	0%	17%	0%	50%	17%	17%	0%
Housing/Property Management Assistant	0%	0%	100%	0%	0%	0%	0%
Accounting Clerk	0%	25%	50%	25%	0%	0%	0%
Communications Coordinator	0%	0%	0%	100%	0%	0%	0%
Tenant Support Worker	0%	50%	38%	13%	0%	0%	0%
Outreach Worker	0%	40%	40%	20%	0%	0%	0%
Maintenance Workers	0%	25%	75%	0%	0%	0%	0%
Caretaker	40%	40%	20%	0%	0%	0%	0%
Administrative Assistant	0%	80%	20%	0%	0%	0%	0%
Office Clerk/Receptionist	0%	50%	50%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	100%	0%	0%	0%	0%	0%

WAGE AND SALARY TABLES, MULTIPLE/OTHER⁸

Table 55. Minimum, Mean and Maximum Hourly Wages, Multiple/Other

Position	No.	Minimum	Mean	Maximum
Chief Executive	12	\$25.00	\$48.42	\$75.33
Senior Manager	9	\$20.00	\$36.06	\$50.00
Property Manager	7	\$18.00	\$29.94	\$40.00
Housing/Property Management Assistant	5	\$21.00	\$26.57	\$34.00
Accounting Clerk	7	\$18.72	\$24.29	\$31.50
Communications Coordinator	1	\$27.41	\$27.41	\$27.41
Tenant Support Worker	3	\$18.00	\$23.08	\$24.26
Outreach Worker	4	\$21.00	\$23.17	\$25.00
Maintenance Worker	8	\$17.50	\$19.68	\$25.00
Caretaker	5	\$17.56	\$18.18	\$18.81
Administrative Assistant	6	\$19.50	\$18.36	\$28.00
Office Clerk/Receptionist	4	\$19.82	\$21.16	\$25.00
Shelter Support/Resource Worker	4	\$19.00	\$21.50	\$27.74

Table 56. Minimum, Mean and Maximum Salaries, Multiple/Other

Position	No.	Minimum	Mean	Maximum
Chief Executive	12	\$50,000.00	\$96,840.00	\$150,660.00
Senior Manager	9	\$40,000.00	\$72,117.50	\$100,000.00
Property Manager	7	\$36,000.00	\$59,885.00	\$80,000.00
Housing/Property Management Assistant	5	\$42,000.00	\$53,142.86	\$68,000.00
Accounting Clerk	7	\$37,440.00	\$48,572.86	\$63,000.00
Communications Coordinator	1	\$54,820.00	\$54,820.00	\$54,820.00
Tenant Support Worker	3	\$36,000.00	\$46,155.44	\$48,520.00
Outreach Worker	4	\$42,000.00	\$46,339.00	\$50,000.00
Maintenance Workers	8	\$35,000.00	\$39,363.81	\$50,000.00
Caretaker	5	\$35,120.00	\$36,358.79	\$37,620.00
Administrative Assistant	6	\$39,000.00	\$36,727.27	\$56,000.00
Office Clerk/Receptionist	4	\$39,640.00	\$42,312.00	\$50,000.00
Shelter Support/Resource Worker	4	\$38,000.00	\$42,992.07	\$55,480.00

⁸ These data tables include information from organizations who selected that their primary type of service provision included multiple categories (e.g. housing for independent tenants and supportive housing). It also includes information from organizations who indicated that their services did not fall under any of the categories provided in the survey.

Table 57. Proportion of Organizations by Average Salary and Job Category, Multiple/Other

Position	\$20,000 to \$30,000	\$30,001 to \$40,000	\$40,001 to \$50,000	\$50,001 to \$60,000	\$60,001 to \$70,000	\$70,001 to \$80,000	>\$80,001
Chief Executive	0%	0%	8%	17%	0%	0%	75%
Senior Manager	0%	0%	22%	22%	11%	22%	22%
Property Manager	0%	14%	43%	0%	0%	43%	0%
Housing/Property Management Assistant	0%	0%	60%	20%	20%	0%	0%
Accounting Clerk	0%	14%	43%	29%	14%	0%	0%
Communications Coordinator	0%	0%	0%	100%	0%	0%	0%
Tenant Support Worker	0%	33%	67%	0%	0%	0%	0%
Outreach Worker	0%	0%	100%	0%	0%	0%	0%
Maintenance Workers	0%	50%	50%	0%	0%	0%	0%
Caretaker	0%	100%	0%	0%	0%	0%	0%
Administrative Assistant	0%	17%	67%	17%	0%	0%	0%
Office Clerk/Receptionist	0%	50%	50%	0%	0%	0%	0%
Shelter Support/Resource Worker	0%	0%	100%	0%	0%	0%	0%



Section 5:
Benefit Data

SECTION 5: BENEFIT DATA

The data included in Section 5 represents all employees.

Table 58. Average Annual Days of Leave by Position

Position	Full-time		Part-time	
	Average Annual Days of Leave	No.	Average Annual Days of Leave	No.
Chief Executive	26	76	15.6	15
Senior Manager	25.7	48	18.4	12
Property Manager	21.6	42	15.1	18
Housing/Property Management Assistant	19.0	22	15.9	11
Accounting Clerk	20.3	40	8.3	26
Communications Coordinator	22.7	3	7.6	5
Tenant Support Worker	16.6	29	10.9	18
Outreach Worker	25.6	21	12.5	12
Maintenance Worker	19.9	35	15.3	30
Caretaker	18.9	21	7.6	17
Administrative Assistant	20.0	22	10.6	15
Office Clerk/Receptionist	17.4	17	18.3	14
Shelter Support/Resource Worker	23.7	13	17.5	8

Table 59. Benefits by Position⁹

Benefit	CEO		Senior Manager		Property Manager	
	#	%	#	%	#	%
Access to a vehicle	8	8%	6	10%	8	13%
Cellphone/smartphone for work or personal use	75	75%	37	63%	44	73%
Compressed work week/flex time	46	46%	30	51%	25	42%
Conference registration and/or travel	75	75%	45	76%	30	50%
Employee and Family Assistance Program (EFAP) Benefits	53	53%	39	66%	32	53%
Health benefits	82	82%	55	93%	48	80%
Housing subsidy or provision (e.g. for live in staff)	2	2%	0	0%	5	8%
Laptop/desktop for work or personal use	61	61%	38	64%	33	55%
Lieu time/personal days off	52	52%	33	56%	31	52%
Life insurance	66	66%	46	78%	37	62%
Maternity/paternity leave	43	43%	36	61%	27	45%
Paid leave of absence	14	14%	14	24%	13	22%
Professional development contributions	41	41%	29	49%	23	38%
Professional dues (i.e. associations)	32	32%	25	42%	9	15%
Public transit pass or allowance	1	1%	0	0%	4	7%
Retirement Savings Plan (RSP) Contributions	45	45%	34	58%	28	47%
Short and long term disability benefits	64	64%	39	66%	38	63%
Transportation subsidy	17	17%	6	10%	9	15%
Tuition assistance/reimbursement	21	21%	17	29%	13	22%
Wellness/fitness subsidy	14	14%	9	15%	6	10%
Total	100		59		60	

⁹ Percentage totals do not add up to 100% as respondents were able to select more than one answer.

Table 59 Continued. Benefits by Position¹⁰

Benefit	Housing/Property Management Assistant		Accounting Clerk		Communications Coordinator	
	#	%	#	%	#	%
Access to a vehicle	5	17%	5	9%	1	13%
Cellphone/smartphone for work or personal use	11	37%	10	18%	3	38%
Compressed work week/flex time	7	23%	29	51%	3	38%
Conference registration and/or travel	18	60%	25	44%	4	50%
Employee and Family Assistance Program (EFAP) Benefits	21	70%	32	56%	8	100%
Health benefits	25	83%	46	81%	8	100%
Housing subsidy or provision (e.g. for live in staff)	2	7%	1	2%	0	0%
Laptop/desktop for work or personal use	17	57%	34	60%	5	63%
Lieu time/personal days off	11	37%	27	47%	2	25%
Life insurance	23	77%	38	67%	6	75%
Maternity/paternity leave	15	50%	29	51%	4	50%
Paid leave of absence	4	13%	9	16%	0	0%
Professional development contributions	9	30%	18	32%	5	63%
Professional dues (i.e. associations)	4	13%	12	21%	1	13%
Public transit pass or allowance	0	0%	1	2%	2	25%
Retirement Savings Plan (RSP) Contributions	16	53%	29	51%	3	38%
Short and long term disability benefits	22	73%	32	56%	5	63%
Transportation subsidy	1	3%	3	5%	1	13%
Tuition assistance/reimbursement	8	27%	14	25%	2	25%
Wellness/fitness subsidy	5	17%	6	11%	0	0%
Total	30		57		8	

¹⁰ Percentage totals do not add up to 100% as respondents were able to select more than one answer.

Table 59 Continued. Benefits by Position¹¹

Benefit	Tennant Support Worker		Outreach Worker		Maintenance Worker	
	#	%	#	%	#	%
Access to a vehicle	5	16%	5	20%	8	17%
Cellphone/smartphone for work or personal use	19	59%	21	84%	29	62%
Compressed work week/flex time	10	31%	12	48%	14	30%
Conference registration and/or travel	19	59%	13	52%	7	15%
Employee and Family Assistance Program (EFAP) Benefits	23	72%	17	68%	26	55%
Health benefits	26	81%	22	88%	34	72%
Housing subsidy or provision (e.g. for live in staff)	0	0%	0	0%	5	11%
Laptop/desktop for work or personal use	19	59%	19	76%	13	28%
Lieu time/personal days off	14	44%	15	60%	16	34%
Life insurance	23	72%	18	72%	30	64%
Maternity/paternity leave	20	63%	17	68%	20	43%
Paid leave of absence	5	16%	5	20%	3	6%
Professional development contributions	14	44%	11	44%	10	21%
Professional dues (i.e. associations)	7	22%	5	20%	3	6%
Public transit pass or allowance	0	0%	1	4%	0	0%
Retirement Savings Plan (RSP) Contributions	20	63%	13	52%	22	47%
Short and long term disability benefits	22	69%	15	60%	27	57%
Transportation subsidy	3	9%	9	36%	2	4%
Tuition assistance/reimbursement	4	13%	5	20%	9	19%
Wellness/fitness subsidy	3	9%	4	16%	6	13%
Total	32		25		47	

¹¹ Percentage totals do not add up to 100% as respondents were able to select more than one answer.

Table 59 Continued. Benefits by Position¹²

Benefit	Caretaker		Administrative Assistant		Office Clerk/Receptionist	
	#	%	#	%	#	%
Access to a vehicle	2	7%	4	11%	2	6%
Cellphone/smartphone for work or personal use	10	37%	12	32%	3	9%
Compressed work week/flex time	8	30%	14	38%	8	25%
Conference registration and/or travel	5	19%	18	49%	10	31%
Employee and Family Assistance Program (EFAP) Benefits	16	59%	25	68%	24	75%
Health benefits	22	81%	32	86%	30	94%
Housing subsidy or provision (e.g. for live in staff)	6	22%	0	0%	0	0%
Laptop/desktop for work or personal use	6	22%	21	57%	18	56%
Lieu time/personal days off	11	41%	17	46%	13	41%
Life insurance	17	63%	27	73%	25	78%
Maternity/paternity leave	16	59%	22	59%	18	56%
Paid leave of absence	4	15%	9	24%	7	22%
Professional development contributions	8	30%	14	38%	9	28%
Professional dues (i.e. associations)	1	4%	8	22%	4	13%
Public transit pass or allowance	0	0%	1	3%	0	0%
Retirement Savings Plan (RSP) Contributions	19	70%	20	54%	22	69%
Short and long term disability benefits	19	70%	26	70%	22	69%
Transportation subsidy	1	4%	1	3%	0	0%
Tuition assistance/reimbursement	8	30%	11	30%	6	19%
Wellness/fitness subsidy	3	11%	6	16%	4	13%
Total	27		37		32	

¹² Percentage totals do not add up to 100% as respondents were able to select more than one answer.

Table 59 Continued. Benefits by Position¹³

Benefit	Shelter Support/ Resource Worker	
	#	%
Access to a vehicle	4	29%
Cellphone/smartphone for work or personal use	6	43%
Compressed work week/flex time	2	14%
Conference registration and/or travel	6	43%
Employee and Family Assistance Program (EFAP) Benefits	11	79%
Health benefits	13	93%
Housing subsidy or provision (e.g. for live in staff)	0	0%
Laptop/desktop for work or personal use	5	36%
Lieu time/personal days off	9	64%
Life insurance	11	79%
Maternity/paternity leave	7	50%
Paid leave of absence	2	14%
Professional development contributions	3	21%
Professional dues (i.e. associations)	2	14%
Public transit pass or allowance	0	0%
Retirement Savings Plan (RSP) Contributions	9	64%
Short and long term disability benefits	9	64%
Transportation subsidy	3	21%
Tuition assistance/reimbursement	6	43%
Wellness/fitness subsidy	3	21%
Total	14	

¹³ Percentage totals do not add up to 100% as respondents were able to select more than one answer.