



Vancouver Native Housing Society

JOB DESCRIPTION

Job Description: DIRECTOR, HOUSING SERVICES

Job Purpose

Reporting to the CEO, this position is responsible for overseeing and coordinating key housing services provided by Vancouver Native Housing Society. This includes overseeing tenant selection, tenancy agreement administration and tenant relations for the entire VNHS housing portfolio while maintaining compliance with all applicable laws and regulations

Duties and Responsibilities

Housing Management

- Implements and enforces VNHS's policies and procedures and ensures compliance with the Residential Tenancy Act and regulations, VNHS tenancy agreements and house rules; formulates strategies and tactics to mitigate violations
- Formulates policy with respect to operational procedures and ensures policies are followed
- Oversees staff performing rent calculations and verification of income, rent intake and deposits move-in/move-out procedures
- Develops tools and systems to educate tenants on and promote adherence to VNHS policies and procedures; and advances a sense of responsibility in tenants for their role in maintaining units and common areas
- Provides guidance and advice on complex tenancy issues
- Oversees interaction with tenants regarding complaints, violations, applications for housing, transfer requests, etc.
- Guides staff in effectively resolving difficult tenant issues and disputes including preparation for and involvement in RTB hearings
- Authorizes notices to end tenancy
- Prepares management information and staff reports
- Promotes positive tenant involvement in VNHS housing complexes
- Ensures the appropriate handling of tenant files and protection of personal information.

Financial Management

- As member of senior management team, assists Finance Manager with the preparation and monitoring of departmental operating budgets
- Controls rent arrears and approves charge backs, and tenant transfer requests



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Human Resources Management

- Leads, supervises, and directs VNHS Housing Services staff including the Tenant Relations Manager, Supportive Housing Managers, Housing Coordinator and administrative staff
- Establishes a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations
- Recruits, interviews and selects staff that have the right technical and personal abilities to help further the organization's mission
- Ensures that all staff receives an orientation to the organization and that appropriate training is provided
- Implements a performance management process for all staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review
- Coaches and mentors staff as appropriate to improve performance
- Disciplines staff when necessary using appropriate techniques; releases staff when necessary using appropriate and legally defensible procedures
- Performs other duties as required

Community Relations

- Liaises with community associations, agencies and stakeholders
- Represents the organization at community activities to enhance the organization's community profile
- Intervenes with community agencies in supportive housing matters to ensure VNHS' interests are advanced
- Participates on committees, task forces and special projects as required

Qualifications

Related degree such as a Certified Property Management degree, with five years' related experience, including five years' supervising staff.

Must possess a valid BC Driver's Licence

Skills & Knowledge:

- Excellent communication skills (verbal and written), interpersonal and customer service skills
- Sound knowledge of the Residential Tenancy Act, CMHC and BC Housing programs and agreements
- Knowledge of supportive housing programs and services
- Considerable knowledge of the policies, procedures and regulations governing the activities of the Society



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- Ability to establish and maintain effective relationships with contractors, tenants and the general public and to promote a positive team environment
- Experience in budget preparation and monitoring
- Strong supervisory and leadership skills; Demonstrated ability to build productive teams of staff performing varied functions
- Excellent conflict resolution skills
- Demonstrated ability to work under pressure, multi-task conflicting demands, meet deadlines and work independently
- Demonstrated ability to deal with sensitive situations with tact and diplomacy
- Demonstrated ability to prepare complex budget and statistical reports
- Knowledge of and experience in using word processing, spreadsheets and property management software

Working Conditions

Physical Effort

Nature of work requires light level physical effort and/or dexterity

Sensory Effort

Nature of work may include visual and/or auditory concentration or focusing on small areas for short periods, exposure to noise and smells.

Mental Effort

Nature of work may include long periods of intense concentration or concentrating on meeting considerably demanding work schedules and/or frequent interruptions, deadlines, multiple tasks.

Work Environment

Primarily office work and site visits