



JOB DESCRIPTION

Supportive Housing Manager

Job Purpose

The Supportive Housing Manager is responsible for monitoring the general wellbeing of residents, dealing with daily property management and administration issues for VNHS property, ensuring the building is a respectful and supportive place in which to reside, visit and work.

Reports to

Property Manager

Supervises

Tenant Support Workers, Front Line Social Support Workers

Duties and Responsibilities

- Interview and select residents based on program criteria, suitability for the building, and confirmation of third party support for mental health or addiction issues
- Complete Tenancy Agreement and move-in condition inspection of suite with new residents, collect security deposit and pet deposit if applicable
- Provide introduction and orientation to building for all new residents
- Develop, coordinate and oversee appropriate programming to meet the support needs of residents
- Collect rents and inform VNHS Finance Department of any changes to residents' rents or other charges
- Oversee tenancy management and address unacceptable resident behaviour including verbal and written warnings when required
- Issue Notice to End Tenancy after verbal and written warnings have failed to bring about required change in resident behaviour
- Conduct move-out condition inspection of suite with all residents upon end of tenancy
- Manage expenses for the building to ensure that costs do not exceed budget and inform supervisor of anticipated variances
- Monitor and regulate the flow of residents and visitors to the building to ensure the safety and security of residents and staff





- Liaise with community agencies such as police and report suspicious activities in or around the building
- Maintain building security and ensure all access points and outside lighting are functioning properly
- Deal with emergencies and report incidents to staff, supervisor and relevant authorities
- Build positive relationships with residents and support their personal development, encouraging healthy life choices and involvement in building and resident activities
- Maintain manual and computerized records and documentation of interactions with residents, statistical data and individual resident files
- Advertise for, interview and hire qualified staff, define duties, assign workloads and arrange work schedules
- Provide appropriate training and orientation to all new employees
- Supervise, discipline and conduct annual performance appraisals with all supervised employees and terminate employment when necessary
- Investigate staff complaints and grievances and discipline or terminate employees in coordination with the HR Director, as required
- Maintain and approve ADP Workforce Now employee records, including contact information, payroll information, performance reviews, sick and vacation leaves and other relevant information
- Conduct annual inspections of all suites and follow up with residents as required to address issues of cleanliness, maintenance and clutter,
- Enter Work Orders in Yardi to arrange for needed repairs, painting and maintenance following suite inspections and on suite turnovers
- Ensure building and program operations comply with all required Privacy and Occupational Health and Safety standard and regulations including WHMIS, Bullying and Harassment Awareness, Privacy Food Safe
- Train staff with Naloxone protocols and forward records for personnel files
- Ensure monthly workplace Hazard Inspection are completed and forwarded to the Joint Health and Safety Committee
- Ensure common areas of the building are clean, tidy and maintained in good repair
- Regularly inspect common areas and building exterior to identify needed maintenance and repairs and coordinate with Property Manager to arrange for and undertake corrective action



- Maintain an inventory of needed janitorial, office and program supplies and replenish as needed
- Communicate regularly with residents, employees and VNHS head office
- Liaise with BC Housing property portfolio manager
- Organize annual summer BBQ and Christmas dinner for residents and staff of the building
- Provide monthly building activity report to Property Manager
- Be available by telephone for emergency response on a 24/7 basis
- Other related duties as directed by Property Manager

Qualifications

- Post Secondary Degree or Diploma in relevant subject, plus five (5) years of related experience or an equivalent combination of education, training, and experience
- Basic First Aid Training Certificate
- Minimum 3 yrs of supervisory experience
- Eligibility to be bonded
- Demonstrated proof of two (2) years sobriety if having drug, alcohol or addiction problems
- Crisis Intervention Skills Training an asset

Key Skills and Abilities

- Demonstrated knowledge and familiarity with community resources including mental health system and related agencies, welfare system, and addiction support services
- Demonstrated ability and proven success in managing a staff team
- Demonstrated suitability to work with disadvantaged and challenging adults
- Familiarity with the issues facing Aboriginal and marginalized people
- Knowledge of Aboriginal peoples and culture
- Demonstrated ability to work independently as well as in a team setting
- Strong verbal and written communication skills
- Demonstrated ability to foster a fair, non judgmental and respectful working and living environment
- Sound knowledge of office administration procedures
- Sound PC knowledge including Microsoft Office 2007 and Internet
- Familiarity with the Residential Tenancy Act



- Familiarity with VNHS mission, mandate, and current issues
- Ability to work occasional flexible hours

Working Conditions

Physical Effort

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

Mental Effort

Nature of work may include frequent short periods of intense concentration, frequent interruptions and meeting multiple tasks and deadlines.

Psycho-Social Conditions

The position involves moderate to intense stress working with tenants experiencing life challenges such as mental illness and addiction.

Work Environment

Primarily inside work in a residential setting.

Effective: March 2018