



## JOB POSTING

POSITION: **Supportive Housing Manager**  
COMPANY: **Vancouver Native Housing Society**  
COMPENSATION: **\$21.00/hour**  
WEBSITE: **www.vnhs.ca**



### WHO ARE WE?

VNHS's mandate is to provide safe, secure and affordable housing. Although our original and ongoing mandate is to focus on the housing needs of the urban Aboriginal community we have expanded our operations to include housing solutions for seniors, youth, women at risk, persons living with mental illness, homeless and at risk populations.

We are looking for someone for the position of Supportive Housing Manager, reporting to the Property Manager, the Supportive Housing Manager is responsible for monitoring the general wellbeing of residents, dealing with daily property management and administration issues for Franklin House Women's Residence, and ensuring the building is a respectful and supportive place in which to reside, visit and work.

### Major Responsibilities will include:

- Supervises the Resident Support Workers and janitor
- 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
- Maintain manual and electronic employment records, including contact information, payroll information, performance reviews, sick and vacation leaves and other relevant information
- Investigate staff complaints and grievances and discipline or terminate employees as required
- Interview and select residents based on program criteria, suitability for the building, and confirmation of third party support for mental health or addiction issues

### **Major Responsibilities (Continued)**

- Provide introduction and orientation to building for all new residents Complete Tenancy Agreement and move-in condition inspection of suite with new residents, collect security deposit and pet deposit if applicable
- Deal with emergencies and report incidents to staff, supervisor and relevant authorities
- Collect rents and inform VNHS Finance Department of any changes to residents' rents or other charges
- Conduct move-out condition inspection of suite with all residents upon end of tenancy
- Build positive relationships with residents and support their personal development, encouraging healthy life choices and involvement in building and resident activities
- Arrange for needed repairs, painting and maintenance following suite inspections and on suite turnovers
- Ensure building and program operations comply with all required Health and Safety Standards and regulations including WHMIS and Food Safe
- 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
- Communicate regularly with residents, employees and VNHS head office, including producing monthly newsletter
- Provide monthly building activity report to Property Manager
- Be available by telephone for emergency response at The Franklin Residence on a 24/7 basis
- Other related duties as directed by Property Manager

### **Qualifications and Requirements:**

The successful candidate will have completed a post secondary degree or diploma in relevant subject, plus five (5) years of related experience or an equivalent combination of education, training, and experience.

### **Must have**

- Criminal record check for working with children and vulnerable adults – clearance required
- A valid Class 5 driver's license
- Clean driving abstract

**Assets:**

- First Aid
- Experience with Yardi Software program
- Knowledge and understanding of Aboriginal culture
- Knowledge and understanding of the Residential Tenancy Act
- Knowledge and understanding of WHMIS and Food Safe

This position is a Full-time Position (40 hrs per week)

**Flexibility with hours may be required to meet operational deadlines. This successful candidate will be enrolled in our excellent Extended Health and Dental plan as well the Municipal Pension Plan after successful completion of their probationary period.**

If you are interested in this position, please send a resume and cover letter to [careers@vnhs.ca](mailto:careers@vnhs.ca) with “**SUPPORTIVE HOUSING MANAGER**” in the subject line. Please note, while we would like to connect with all of our applicants for this position, only those chosen for interview will be contacted.

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