

LOWER SIMILKAMEEN COMMUNITY SERVICES SOCIETY

Job Title: Housing Coordinator

This position is not unionized, but aligns with UFCW Benchmark and Wage Grid:

Benchmark: 81503, Residence Coordinator

Classification Grid: 35

Immediate Supervisor: LSCSS Executive Director

JOB SUMMARY

Lower Similkameen Community Services Society is a registered charity and non-profit society providing a diversity of community services and affordable housing communities in Keremeos and surrounding areas. Our mission is to promote and provide excellent programs that enhance the quality of life by continuing to improve the social conditions, housing, health and education of our citizens.

At LSCSS the delivery of high-quality and inclusive services to tenants and clients is our priority. We strive to maintain a team and workplace culture that is active, engaged, energetic, diverse, welcoming, and supportive. Team members take personal accountability for their work and are encouraged to develop their unique strengths and skills.

Housing Coordinators are responsible for the effective operation and maintenance of affordable rental or supportive housing and the residents of the buildings. This is achieved by performing duties including tenancy management; unit turnovers; supervising staff; overseeing compliance with relevant contracts, legislation, and acts; ensuring adherence to residence policies and procedures; ensuring building maintenance and safety and long-term capital asset management and planning. Under direction, coordinates all services including social / recreation programs, hospitality services and emergency planning and response. The Housing Coordinator reports to the Society Executive Director or designate.

Position Duties and Responsibilities:

Tenant Relations:

1. Provides information and assists with applications to BC Housing's Housing Registry.
2. Interviews clients, gathers background information, determines client suitability for the housing program, informs clients of housing policies and procedures, and makes referrals to other programs as required.
3. Works directly with residents and their families to coordinate facility tours, move-ins, transfers and move outs.
4. Establishes good working relationships with residents to support successful tenancies.
5. Implements resident enquiry, comment, complaint and request systems. Respond to or process enquiries.
6. Advocates for clients by problem solving in areas such as financial assistance, accessing community resources, and obtaining volunteer placements. Provides crisis intervention in situations such as medical emergencies and client disputes.

Staff Supervision:

1. Assists in recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels. Provides feedback, evaluation, and participates in progressive discipline as required.
3. Oversees food services programs, including supervising cooks, implementing of standardized menu plans, conducting tenant satisfaction audits, encouraging and implementing resident input, conducting resident experience surveys, and monitoring operating budgets, food safety protocols, records related to food and supply purchases, inventory control, receiving, portion control and wastage.
4. Performs other related duties as assigned.

Administrative Tasks:

1. Performs a diversity of administrative duties requiring proficient language and computer skills, including: preparing correspondence, notices, advertisements, calendars, reports, record minutes; use the BC Housing provincial database to select and record information about housing applicants and tenants; liaising with clients, families, supplies, colleagues, partner agencies & board members; record current and recurring tasks and appointments; develop staff schedules, prepare and submit timesheets.
2. Develops policies, procedures and rental agreements for the housing facility and recommends adoption of same to Executive Director and Board of Directors.
3. Assists in the preparation of the budget for assigned programs and/or services, monitors and authorizes budgeted expenditures, and assists with financial reports and payments. Maintains related records and reports.
4. Champions quality improvement initiatives that enhance life quality by conducting service audits, interpreting results and making recommendations for improvement. Assists in the evaluation of overall program effectiveness, client satisfaction and compliance with program objectives.
5. Liaises with municipalities/authorities re permits, licenses, fire and safety codes and operational codes (elevators, mechanical, electrical).

Building Management:

1. Conducts regular inspections of building common areas, resident suites and garden/patio areas to ensure that: the building is maintained in a safe and clean manner; clutter is minimized throughout; building remains an aesthetically pleasing environment. Ensures that janitorial areas are clean, supplies and equipment are available and appropriately labeled; SDS binder is up to date for all supplies and participates in ongoing employee workplace safety activities.
2. Provides leadership in all aspects of facility planning including maintenance, cleanliness, and safety of the residence; building maintenance; renovations; equipment; and grounds. Participates in capital planning and replacement reserve fund management.
3. Oversees programming and monitoring of fob, key and security systems.
4. Contacts outside contractors for maintenance work as required.
5. Ensures the residence's inventory of supplies is maintained by performing duties such as contacting outside suppliers and following up on discrepancies.
6. Ensures buildings, residents, products, maintenance records and suite information are captured in all relevant software applications and files are up to date.

Community Engagement and Advocacy:

1. Establishes good working and collaborative relationships with community groups, funders and other organizations to help achieve successful building operation.
2. Works effectively with staff, residents and their families, members of the community and health authority representatives to maintain positive working relationships and ensure life quality and peace of mind for residents within the scope and philosophy of the seniors housing program(s). Assumes a leadership role in the reporting, investigation and resolution of critical incidents and unusual occurrences.

Qualifications:

- Certificate or diploma in property management, social housing, or related field
- 3+ years residential management experience with multi-unit housing
- 2+ years management experience
- Equivalent combination of education, training, and experience, or other qualifications determined to be reasonable and relevant to the level of work may be considered

Required Skills and Knowledge

- Excellent understanding of Residential Tenancy Act
- Knowledge of other legal and regulatory framework for seniors housing including Community Care & Assisted Living Act
- Strong supervisory skills; as a leader, models professional behaviour and provides direction to staff
- Excellent file management and record keeping skills
- Excellent verbal and written communication skills
- Exhibits cultural sensitivity and awareness
- Strong interpersonal skills, tact, respect, diplomacy, dispute resolution and negotiation skills, able to resolve conflict, and coordinate programs and services for residents with divergent needs and interests
- Proficient user of office equipment and software, including Microsoft Office – Word, Excel, Outlook and ability to learn specific property and resident management software
- Excellent analytical, problem solving, organizational, time management and prioritisation skills.
- Skilled in the delivery of client-focused services that consistently meet competency standards
- Criminal Record Check for working with Vulnerable Sector
- Food Safe Level I
- Valid Standard First Aid/CPR Certificate
- WHMIS

Employer Provided Professional Development

LSCSS feels that professional development is important to creating an inclusive and healthy workplace. The following training is provided by the employer as part of an onboarding process within the probationary period:

- Non-Violent Crisis Intervention training
- Mental Health First Aid
- Indigenous Awareness training
- LGBT2Q+ awareness training
- Trauma-informed practice training
- BCNPHA Building Maintenance, Capital Planning, Operations & Maintenance Plan training

Typical Skills and Abilities

- Ability to work independently and in cooperation with others
- Available to take calls outside of regular work hours
- Physical ability to carry out the duties of the position
- Demonstrated flexibility and professional engagement

Drafted on: April 17, 2023

Finalized on: