



## **Housing Coordinator**

### **Casual (Vacation & Illness Coverage) \$31.54/hour**

Lower Similkameen Community Services Society (LSCSS) is a multi-service organization providing services from early to senior years to the rural communities of Keremeos, Cawston, Hedley and Olalla. Our organization is committed to provide excellent programs that enhance quality of life by improving the social conditions, housing, health and education of our citizens. We are a major local employer, with over 50 employees.

If you are a caring and skilled individual who enjoys working with the public, we want to hear from you! 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.

**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.

**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. Contacts outside contractors for maintenance work as required.
4. 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 Include:** 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; Excellent understanding of Residential Tenancy 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; 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.

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

At LSCSS, we're committed to providing a healthy, safe and inclusive workplace where respect and diversity are recognized assets. We invite and welcome applications from women, visible minorities, Indigenous Peoples, Persons with Disabilities and Disabled People, persons of all sexual orientations and gender identities, and all people committed to meaningful work that makes a difference. We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you require accommodations at any point during the application and hiring process, please contact [Recruiting@LSCSS.com](mailto:Recruiting@LSCSS.com).

Please send resumes marked "HOUS #23-07" by e-mail to: [Recruiting@LSCSS.com](mailto:Recruiting@LSCSS.com). Competition is open until filled.

Complete position description available at [www.LSCSS.com](http://www.LSCSS.com). For further information contact Julie Ellison, Manager of Operations & Finance, (250) 499 2352 x130.