



McLaren Housing Society of British Columbia

POSITIVE HOUSING FOR POSITIVE PEOPLE

Job Title: Manager of Housing and Program Services

Location: Downtown Vancouver

Founded in 1987 McLaren Housing Society of B.C. (MHS) was the first HIV/AIDS housing provider in Canada. From a private home offering accommodation to five people the organization has expanded to provide a variety of innovative affordable housing options and support services to more than 300 individuals and families in the Lower Mainland.

Job Summary

The Manager of Housing and Program Services is responsible for the daily operation and management of 1249 Howe Street, a 110-unit HIV+ supportive housing project, Helmcken House, a 32 unit HIV+ affordable housing project and Portable Subsidies that are operated by (MHS). In addition, the Manager of Housing and Program Services is responsible for managing and supervising the support programs offered to residents at 1249 Howe Street, Helmcken House and clients in the portable subsidy programs.

Reporting to the Executive Director, the Manager of Housing and Program Services is part of the Management Team and works collaboratively to ensure that building operations, policies and procedures are being carried out. The Manager of Housing and Program Services offers services that support residents' health and well-being, enhance their quality of life, and increase their connectedness to their community.

General Responsibilities

- Closely monitor revenue, expenses, program performance and outcomes to ensure that program goals are achieved.
- Establish outcome measures and evaluation tools; track and measure outcome targets and progress—report program outcomes to internal and external stakeholders. Analyze and utilize outcomes data as the basis for continuous program improvement.
- Ensure complete and accurate maintenance of resident services records and timely entry of all required data.
- Maintain all required data necessary to complete required agency and funder reports. Prepare monitoring reports required by funders before required due dates.
- Supervise, guide and support staff, including Building Attendants, Lifeskills Workers, Resident Support Workers and Program Support Workers through all MHS Programs, to ensure that building services and programming are implemented and maintained.

- Ensure MHS buildings are a comfortable, clean and safe place for residents, staff, visitors, and volunteers. This includes documenting and reporting incidents to the proper authorities (BC Housing, VPD, and VCH etc.), and completing the related paperwork that may result from an injury and/or policy/tenancy violations.
- Ensure WorkSafe, Fire Safety, and Standard Labour Laws are followed, and proper procedures and testing of life and safety devices are planned for.
- Provide on-call support 24/7 for building, residents and staff emergencies, ensuring there is a direct contact for staff guidance when senior staff (Resident Support Worker) are not on site.
- Flexibility is required, as the role will sometimes need to be on-site during off hours, (including for scheduling issues and mechanical and building function problems, as the need arises).
- Coordinate and oversee all move in's and move out's and ensure rent, damage deposits and other financial responsibilities regarding new tenants are arranged and documented with the Manager of Finance and IT.
- Liaise and develop partnerships and foster good relationships with residents, outside agencies, contractors and the community.

Staffing

- Cultivate and lead a highly motivated and effective team providing structure and support.
- Work with Human Resources to recruit, and hire staff. Investigate work and staff issues and initiate disciplinary action up to and including termination in consultation with H.R.
- Supervise, train, and evaluate staff following policy; working with H.R. to initiate disciplinary actions, including implementation of performance management goals and timelines, including termination if needed.
- Work closely with program staff to prioritize their activities and establish performance objectives. Provide regular informal feedback; three-month reviews for new staff; and yearly Performance Feedback for all staff.
- Develop and maintain communication protocols to ensure a flow of information between staff during shift changes, and facilitate weekly staff meetings.

Administration

- Schedule staff, recognizing contractual and budgetary needs while ensuring that there are two staff onsite 24/7 and that staff consistency is maintained.
- Approve time sheets and correspond with MHS's finance department.
- Work with MHS finance department regarding rent arrears, and issue written notices for tenancy violations.
- Hold regular monthly meetings with community partners (JRC, VCH etc.)
- Attend vacancy transfer meetings to support residents to move along the MHS continuum
- Participate in Occupational Health and Safety duties

Residents

- Complete Property Management duties for 1249 Howe St., Helmcken House and Portable Subsidies
- Continually monitor waitlist and conduct interviews for new potential residents
- Maintain a close and ongoing collaborative relationship with the tenants and support staff to form a link between landlord and tenant.
- Fully explain expectations and tenant responsibilities and ensure that potential or current tenants understand the Tenancy Agreement.
- Provide mediation between staff and residents when needed.
- Identify, provide appropriate documentation and represent the agency in legal hearings at the Residential Tenancy Branch when a breach of tenancy has been identified.

Programming

- In collaboration with the staff, assess resident needs, identify appropriate programming and assist with implementation.
- Supervise and support staff to meet the expected delivery of programs, ensuring the ongoing needs of residents are met.
- Support the expansion of health promotion and relevant prevention programs including relevant harm reduction programs.

Skills and Abilities:

- Extensive knowledge and familiarity working with related resources, including health, Ministry of Social Development, Addictions and Mental Health Services.
- Leadership and supervision experience. Committed to developing and maintaining a culture of collaboration, respect and accountability.
- Clear understanding of budget preparation, tracking and reconciliation.
- Establish and maintain tracking systems and provide up-to-date and accurate reports for funders.
- Proven ability to deal with non-routine situations calmly and decisively, considering all possible scenarios and outcomes of the situation.
- Communicate effectively, written and oral, with co-workers, community agencies, funders, the management team, and the board of directors.
- Sound maintenance knowledge and the ability to understand mechanical equipment and building-related equipment.
- Demonstrated willingness to be flexible, versatile and tolerant in a challenging and changing work environment while maintaining efficiency.
- Excellent computer skills with experience in Excel and Microsoft office.
- Have a solid working knowledge of the Residential Tenancy Act and WorkSafe B.C. protocols.

Qualifications:

Education, Training and experience

- A degree in a related field or a combination of post-secondary education and experience.
- Minimum of 5 years working in the social service sector with a vulnerable population; working with HIV/AIDS an asset.
- Thorough knowledge and experience of assigned client population, relevant program and services, harm reduction, health education and peer support models.
- Experience in affordable housing.
- Experience in property management is an asset
- Strong knowledge of issues affecting marginalized communities and relevant vulnerable sector clients.
- Experience working with diverse agencies and working successfully in partnership with these agencies.
- Working knowledge of the local health and social service sector, government programs and current legislation that may affect clients.
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
- Excellent interpersonal, presentation, and communication skills.
- Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment.
- Excellent advocacy and negotiation skills.
- Strong commitment to health promotion, community development and adult education.
- Excellent knowledge of MS computer applications and other office related software.
- Must be able to work in a variety of social and physical settings.
- Available to work a flexible schedule when required.
- Current First Aid/CPR, Naloxone, and Food Safe certification required.

Salary: \$85,000.00-\$95,000.00 per year

Benefits Include:

- Medical and dental coverage.
- Life and disability insurance.
- RRSP Plan
- Four weeks of vacation

Application Process:

To apply, interested candidates should e-mail their resume and cover letter in one pdf document to: recruitment@mclarehousing.org

Only e-mail applications with a cover letter and resume will be accepted.

Applications will be acknowledged and reviewed as they are received. The priority deadline for applying is January 6th, 2023, and early submission is encouraged. Applications received after the deadline will be reviewed on a case-by-case basis.

The search process may include conventional longlist, shortlist, and committee interview stages. We will request for finalists to offer comprehensive references, and complete a thorough background check including a civil, criminal, educational and credit background check in accordance with the Societies Act requirements for Senior Managers.

MHS is an equal opportunity employer and values diversity and equal opportunity in a serious way. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be.

McLaren Housing Society is privileged to work on the unceded ancestral territories of the Musqueam, Squamish, and Tsleil-Waututh people and is honored that our work extends to surrounding lands of diverse First Nations, Inuit and Métis peoples