Housing Services Coordinator

Closing date: January 21, 2022
URL: https://successbc.ca/jobs/12248-housing-services-coordinator/

<table>
<thead>
<tr>
<th>Job Type</th>
<th>Permanent Full-Time</th>
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<tbody>
<tr>
<td>Code</td>
<td>12248</td>
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<tr>
<td>Salary</td>
<td>$25.00</td>
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<tr>
<td>Hours</td>
<td>35 hours per week</td>
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<tr>
<td>Location</td>
<td>Vancouver</td>
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<td>Reports To</td>
<td>Senior Housing Manager</td>
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</tbody>
</table>

Division: Housing Department

Program: Dogwood Gardens

Number of Positions: 1

About the Position:
The Housing Services Associate is responsible for the provision of direct housing services to the tenants, tenant relations, tenant support services/programs, and the overall operations of the property.

Reports to: Senior Housing Manager

Key Duties & Responsibilities:

Health & Safety

- Monitors safety in the working and living environment
- Responds to resident, client, and tenant safety issues
- Responds to and reports all hazards, near miss and incidents
- Performs investigations to incidents and makes recommendations accordingly

Property Management
S.U.C.C.E.S.S.

- Performs property management matters with emphasis on tenant needs and overall administration of the facility in collaboration with the Senior Manager, Housing and Facility Maintenance Manager
- Ensures the housing project is in compliance with Operating Agreements, the Residential Tenancy Act, Strata Property Act, BC Housing Management Commission regulations (if applicable) and other legislations and regulations
- Works closely with Facility Maintenance Manager to ensure facilities are properly maintained in accordance with property maintenance and repair plans
- Communicates maintenance and repair issues as they arise
- Conducts move in/out suite inspections and coordinate repairs/maintenance with maintenance team as necessary

Tenancy Management

- Market the housing project, ensuring that it’s properly tenanted according to pre-determined occupancy goals, minimizing vacancy loss
- Recruits, confirms eligibility, interviews, signs and explains tenancy agreements with new tenants in collaboration with Tenant Relations Coordinator
- Prepares notices and communications to tenants
- Calculates tenant deposits and refunds
- Manages all RTB matters
- Plans, coordinates and monitors programs and services that meet the needs of target groups of the tenant population
- Identifies the needs of the tenant population through procedures such as needs assessment, focus group discussions, and communication meetings in consultation with Tenant Relations Coordinator, the Tenant Council or Committee (if applicable)
- Develops monthly events calendar and informational flyers for programs and events as necessary with Tenant Relations Coordinator
- Updates building bulletin boards and post up and distribute flyers for promotion
- Establishes and encourages a Tenant Council, and facilitates and attends meetings as staff representative with Tenant Relations Coordinator
- Arranges new tenants orientation and connects them to available services/programs, and respond to related enquiries
- Supervises the use and booking process of amenity rooms

Financial Management

- Prepares annual operating budgets and ensures expenditure controls to maintain budget in collaboration with Facilities Maintenance Manager
S.U.C.C.E.S.S.

- Follows up on tenants arrears (collection, notices, eviction)
- Reviews invoices and payments, including entering in software, coding of expenses and requesting and completing Purchase Orders
- Prepares bank reconciliation
- Monitors and verifies subsidy payments from BC Housing and/or other government agencies and reports discrepancies
- Prepares monthly property report (including financials and operations) submitted to Housing Senior Manager

General Responsibilities

- Maintains good communication and relationships with other service providers and external agencies for referrals and service collaboration
- Liaises with external agencies (Fire, Police, Health) as well as nearby Strata’s with Reciprocal Easement Agreements, and other government agencies as required
- Attends meetings and performs other related duties as required by the position

Qualifications & Experience:

- Professional designation in Social Services an asset
- Other related professional designation may be considered
- Experience in Property Management
- Knowledge of the Residential Tenancy Act, Strata Act and related legislations and regulations
- Knowledge and experience with affordable housing geared towards low and moderate-income families of diverse backgrounds
- Knowledge of BC Housing Management Commission programs
- Knowledge of YARDI an asset

Job Skills & Abilities:

- Excellent verbal and written communication skills
- Ability to take initiative with excellent problem-solving skills
- Ability to prevent and respond to problems on a timely manner
- Ability to work independently and part of a team
- Excellent interpersonal skills
- Excellent conflict resolution skills
- Excellent emotional management skills
- Ability to work under well pressure and stay calm on stressful situations
S.U.C.C.E.S.S.

- Ability to be flexible and adapt to change and shifting of priorities
- Excellent MS Office suite skills

Other Requirements:

- Criminal Record Check Required
- Required to respond to emergencies during and after office hours

S.U.C.C.E.S.S. embraces diversity and encourages all qualified applicants to apply. Interested candidates please apply by emailing your application including the following e-mail subject line “Housing Services Coordinator” by 5:00pm January 21, 2022 and submitting resumes to: ahmed.omran@success.bc.ca

While we appreciate all applications, only those selected for an interview will be contacted.