Canadian Mental Health Association

Shuswap/Revelstoke Branch

Job Title: Manager of Affordable Housing and Properties

Union: Exempt

Reports to: Executive Director

Direct Reports: Housing staff team

Updated: November 2020, February 2022

Job Summary:

The Manager of Affordable Housing and Properties is responsible for the overall coordination and leadership of affordable housing services at CMHA Shuswap/Revelstoke. They will ensure that our programs are person- centered and wellness focused. All staff and volunteers are supported to succeed and excel.   Programs will be in compliance with: policies, government requirements, contracts, and laws concerning charities, non-profits, and best practices in delivering housing services.

This position will oversee the effective functioning, repair and upkeep of the society's building and capital assets. In this role you will be responsible for developing efficient organizational systems that proactively plan for capital expenditures and maintenance. Also this position is responsible for the oversight of general property management services such as managing tenancy relations, ensuring effective documentation practices, and monitoring Residential Tenancy Act (RTA) compliance and responding to tenancy related concerns.

The Manager of Affordable Housing and Properties will work closely with the Executive Director and Management team to provide leadership in the development, planning, delivery, coordination, facilitation and evaluation of programs at CMHA. This person will work within the mission, vision, and values of the organization; and will represent the association positively and professionally in the community.

The Manager of Affordable Housing and Properties should demonstrate competence in the following:

- Lead: Develop the skills and capacity of team members and positively influence others to achieve results that are in the best interest of CMHA.
- Plan: Determine strategies to move the organization forward, set goals, create and implement action plans and evaluate the process and results.
- Organize: Set Priorities, develop a work plan, monitor progress towards goals and track details, data, information and activities.

- Behave Ethically: Understand ethical behavior and business practices and ensure own behaviour and the behaviour of others are consistent with these standards and aligns with the values of CMHA.
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally to achieve the goals of CMHA.
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Foster Teamwork: Works cooperatively and effectively with others to set goals, resolve problems and make decisions that enhance the organization.
- Creativity/ Innovation: Develop new and unique ways to enhance our work.
- Solve Problems: Assess situations to identify causes, gather and process relevant information, generate possible solutions and make recommendations and/or resolve the problem.
- Make Decisions: Assess situations to determine the importance, urgency and risks and make clear decisions which are timely and in the best interest of CMHA.

Specific Responsibilities:

1. **Human Resource Leadership:**
- Ensure program staff are valued and supported to reach their potential. Supervises program staff by setting performance goals and objectives, monitoring performance, providing individual and team supervision, providing and conducting performance evaluations, determining professional development requirements and orientating new program department staff.
- Conducts recruitment of personnel in their program department.
- Support and promote a dynamic team of staff and volunteers who provide excellent, positive and wellness oriented services and supports where respect, diversity, responsibility and creativity are promoted.
- Foster and maintain effective communications, collaboration and support within CMHA staff and program volunteers.
- Promote a person-centred and wellness oriented atmosphere within the organization, and promotes our organization values for a healthy and productive workplace.

2. **Program Management:**
- Leadership - in the planning, organization, direction of CMHA affordable housing services.
- Ensure our contracted programs adhere to and exceed the funder's contracted goals and objectives and report on these as required.
- Ensure Operational Policies and Procedures are up to date and implemented.
- Ensure a safe, supportive, culturally competent, safe and comfortable atmosphere.
- Provide leadership in establishing and reviewing current procedures regarding delivery of service and operations.
- Evaluation – regular review of program direction, goals and objectives through satisfaction surveys with staff, program participants, service providers in the community, funders; file reviews, process reviews.

- Information Management – provide leadership in ensuring consistent processes for collection of information for staff, files, registry, database, information measuring outcomes and expectations in compliance with privacy requirements.
- Ensure timely reporting of program reports to Executive Director and others as appropriate.

3. **Program Development, Planning and Coordination:**
- Provide leadership and promote the values of the association through effective planning and implementation and evaluation of priorities as established by the organization.
- Write funding proposals for new programs and services as related to the organizations mission, vision and strategic directions.
- Ensure programs and services have an operational sustainability plan that is consistent with the overall direction of the organization.
- Financial and Budget – ensures the program is working within the budget and adheres to finance policies, process and guidelines.
- Ensures capital plans and maintenance systems are established and followed for all of our properties.
- Works with the management team in developing and maintaining operational policies of the organization.
- Co-chairs and leads our Occupational Health and Safety Committee.

4. **Community Development:**
- Represent the organization and promote community awareness of the organization by maintaining positive contact with other groups, services and agencies in the community, region and province.
- Build and expand upon relationships with community agencies, funders, business and the general community to further the work of CMHA.
- Create opportunities for collaboration within the community.
- Participate on key local and provincial committees and working groups as required.
- Establish opportunities for relevant community based research initiatives.

Qualifications & Experience:

- Bachelors level education in human service, business, organizational development, property management.
- Minimum of 3 years' experience in organizational development, program management and directly supervising and leading a team to excel.
- Minimum of 3 years managing capital asset and property services: facility operations, and capital planning.
- Committed to Truth and Reconciliation and Diversity, Equity and Inclusion.
- Demonstrated experience developing and evaluating programs.
- Demonstrated experience of successful program/project proposal writing.

- Experience in non-profit and housing sector.
- Excellent written and verbal communication skills with proven ability to communicate effectively with general public, participants and tenants, family members, funders, volunteers and other community partners.
- Experience with database management.
- Outstanding interpersonal and organizational skills
- Demonstrated collaborative leadership style
- Ability to develop and manage budgets within operational parameters
- Excellent computer and IT skills and have the ability to utilize relevant new technology in workplace
- Must have own vehicle, some travel is required.
- This is a management level position, the work is primarily weekdays, some weekend and evening work is required. Wage range – dependent upon skill level. Comprehensive benefit package included.