

Canadian Mental Health Association Shuswap/ Revelstoke Branch

Job Description

Job Title – Housing Coordinator

Areas of responsibility – Housing Department and Property Management

Work area – CMHA S/R Housing Properties

Reports to – Manager of Affordable Housing and Properties, Executive Director

Bargaining Unit – HEU, Community Sub-sector

Classification – Grid 35, Benchmark 81503

Developed – 2020

Job Summary

Works with the Housing Team to deliver operations of CMHA Shuswap/Revelstoke's housing. Performing duties such as adherence to housing policies and procedures and ensuring maintenance and safety. Coordinates communication and interaction with tenants for all CMHA Shuswap/Revelstoke housing programs.

Typical Duties and Responsibilities

- Create and nurture a supportive and respectful community. Deal promptly and courteously with all matters relating to the properties. Interacts and communicates with tenants and reports incidents to appropriate staff and authorities.
- Ensures adherence to policies and procedures and ensures program compliance to contracts, operating agreements and all relevant legislation.
- Works in combination with partners to coordinate rental application process, including housing registry and tenant selection.
- Receives general inquiries from tenants and community and responds in a professional and prompt manner.



- Accesses information from the Housing Registry data base to select possible tenants for units. Interviews potential tenants, gathers background information, determines suitability in coordination with the Housing Team.
- Processes new subsidy applications including gathering of required information, follow ups, income calculation and letters to tenants. Processes annual rent increases.
- Carries out administrative responsibilities such as petty cash, collection of rent, laundry coin collection and communication with tenants regarding arrears in rent, arranging for payment plans and required follow up. Generate and issues work orders, status updates of work orders, coordination and of contractors. Completes and maintains related records and documentation such as tenant files, after hour call outs, work orders, etc.
- Advocates for tenants by problem solving in areas such as financial guidance and, accessing community resources. Provides crisis intervention in situations such as medical emergencies and client disputes.
- Works with Housing Team in planning, organizing, and executing day to day activities at all housing programs. Collaborates with the Housing Team in developing short- and long-term plans for capital needs, servicing equipment, landscaping and grounds maintenance. Makes recommendations regarding operating/maintenance budget and monitors expenditures.
- Receives tenant feedback, inquires and complaints, and responds as required. Observes tenants, identifies, and assesses potential emergency situations, and develops short term strategies to deal with such situations.
- Maintains established inventory levels of supplies, and equipment.
- Plan and implement a system to complete all property maintenance.
- Performs other related duties as assigned.

Qualifications

- Diploma in Community Social Service, Undergraduate degree in Social Sciences, Human Services Worker Certificate
- Valid Class V BC Driver's License
- Must have use of personal vehicle
- Certificates in CPR, First Aid, Non- Violent Crisis Intervention and Food Safe
- Knowledge of mental illness and principles of rehabilitation theory
- Knowledge of Residential Tenancy Act, experience in social housing.
- Recent, related experience of two years or an equivalent combination of education and experience determined to be reasonable and relevant to the level of work.

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Must be able to establish and maintain a positive rapport with tenants and team members
- Ability to organize and prioritize
- Ability to observe and recognize changes in residents/tenants
- Ability to instruct using various methods
- Ability to analyze and resolve problems
- Conflict resolution and crisis intervention skills
- Positive advocacy skills
- Must be agreeable to a flexible work schedule (weekends and evenings)
- Must be computer literate
- Must have use of a personal vehicle
- Must be self-directed to plan work activities and set goals for the program
- Evidence of appropriate grooming and manner of conduct
- Ability to follow budgets
- Good physical and mental health
- Leadership skills