



SUMMIT HOUSING & OUTREACH PROGRAMS

JOB POSTING – NON-UNION

Job Title:	Manager, Community Housing
Area of Responsibility:	Community Housing
Reports to:	Director, Client Services & Quality

Purpose of Position:

Reporting to the Director, Client Services & Quality, the Manager, Community Housing provides leadership and direction to the Housing portfolio. The main responsibilities of this position include but are not limited to; landlord/tenant relationships, property management, tenancy agreements, housing supply and demand.

Key Responsibilities:

Landlord Engagement

- Builds and maintains relationships with current and new landlords, ensuring client issues are addressed in a timely manner with landlords.
- Provides education and ensure compliance with Residential Tenancies Act (RTA).
- Support clients with referral leases and/or negotiate head leases directly with landlords.
- Maintain stable housing for clients by addressing issues with landlords and supporting clients at Landlord Tenant Board Tribunal proceedings.

Property Management

Agency Owned Property

- Where the agency retains property ownership, ensures that the property is routinely inspected, maintained and ensures the general upkeep of the property.
- Manages the capital plan and necessary upgrades.
- Facilitates the engagement of contractors.
- Manages and oversees budgets.

Community Apartments

- Provides support/consultation to support workers in addressing landlord issues.
- Inspection of units at start of rental and change of tenants to identify condition of unit and maintenance needed.
- Negotiate repairs with landlord.

Annual inspections of units

- Reports to client and worker on findings and follow up required.
- Supports any necessary housekeeping required.

Manage Tenancy Agreements

- Ensures annual reviews completed, oversees communications to clients, resolves outstanding issues.
- Ensures rent is paid and works with clients/workers regarding payment plans and assistance programs/plans.

New tenants

- Ensures initial RGI documentation is complete.
- Ensures service and tenancy agreement is completed where applicable.
- Provides education to clients regarding rights and obligations under RTA.

Manage Housing Stock

- Ensures efficient turnover in tenancies by tracking vacancies and filling as per waitlist.
- Ensures agency has appropriate housing stock as determined by funding.

Management Functions

- Oversees day to day operations of programs including but not limited to; scheduling, payroll approval, and expense approvals.
- Manages assigned staff, including but not limited to hiring, supervising, conducting performance appraisals and applying corrective measures as required.
- Attends management, external stakeholder and agency meetings and participate in internal and external committees as assigned.
- Participate in collective agency planning, activities and coverage within the Management Team. This includes but is not limited to interagency strategic planning and goal attainment, bi-monthly Manager Meetings and rotating program coverage for evenings/weekends.
- Participates in on-call manager rotation.
- Oversee special projects as assigned.
- Other duties as assigned.

Education/Qualifications:

- Bachelors degree in Human Services or related field.
- Property Management Certification from the Institute of Housing Management or related Certification considered a valued asset.
- 3-5 years of work experience in non-profit or supportive housing programs.
- 3-5 years of Management experience.
- Knowledge and experience of mental health support programs.
- Knowledge and experience in developing housing; thorough understanding of building codes, municipal bylaws and housing requirements.
- Knowledge of Residential Tenancy Act.

- Knowledge of the Landlord Tenant Board forms and process.
- Familiarity with the Mental Health Act; Mental Health Reform; community resources; and funding and training opportunities for clients.
- Ability to stay abreast of market conditions and communicate to Director, Client Services and Quality of any market change that needs addressing/adjustment.
- Knowledge of evaluative and outcome measurement systems.
- Experience supervising unionized staff, and Employer / Union negotiations are an asset.
- Excellent negotiation, mediation, advocacy, and co-ordination skills.
- Excellent communication, facilitation, documentation and computer skills.
- Ability to conduct research and assess capacity is an asset.
- High stress tolerance level.
- Expert level administrative and organizational skills.
- Demonstrated ability to work both independently and within a team.
- Valid driver's license, adequate insurance coverage – use of a reliable vehicle is essential.
- Able to work flexible hours if required.

Summit Housing & Outreach Programs strives to foster an equitable workplace that reflects the diversity of the community we serve and welcomes all qualified candidates including racialized individuals, members of the 2SLGBTQ+ communities, people with disabilities and people with culturally diverse backgrounds. Accommodations are available on request for candidates taking part in all aspects of the selection process.