



## **Job Posting – Housing Programs Coordinator**

Kiwassa Neighbourhood House, a multi-service community agency working in East Vancouver, is recruiting a Housing Programs Coordinator to oversee 56 social housing units in the Hastings-Sunrise Community. This involves ensuring occupancy, security, maintenance and cleanliness of two facilities: May MacLean Place and Nora Davis Gardens. The role supervises the Facilities Maintenance and Caretaker and reports to the Director of Operations.

### **Responsibilities:**

1. Screen tenants, respond to enquiries, and maintain a current wait-list of applicants seeking social housing.
2. Liaise with tenants, track rental payments and monitor compliance with tenancy agreements and housing policies and procedures.
3. Respond to building emergencies as they arise, conduct annual building and suite inspections, prepare scope of work and work orders to address identified maintenance issues, and schedule repairs/maintenance with contractors.
4. Ensure turn-over of vacant apartments in a timely fashion, recruit external contractors and arrange for work.
5. Direct, oversee, and evaluate the work of the Facilities and Maintenance Caretaker and contractors.
6. Complete the Tenant Annual Review for subsidized housing units as mandated by BC Housing.
7. Assist with preparing the annual workplan and budget. Provide record keeping and accounting for funds in line with BC Housing guidelines.
8. Provide monthly reports and coordinate budgets with senior management.
9. Meet the terms and conditions of funding contracts and agreements.
10. Maintain confidential records and tenant files, prepare reports for supervisor and funders.
11. Refer tenants to Kiwassa Neighbourhood House's programs and other available community services and resources.
12. Keeps up to date on current trends in property management, social housing, residential tenancy legislation and other relevant fields

### **Experience and skills:**

- You have 5 years' experience working in a property management environment (e.g. in social housing) including direct experience working in and with construction trades/maintenance and in conducting building and project inspections.
- You are reliable, pay attention to detail, and enjoy working with people.
- You have sharp problem-solving skills and can prioritize work orders for facilities maintenance.
- Knowledge of and experience with word processing, spreadsheet, database software and property management programs.
- Thorough understanding of the principles and practices of residential property management services, in particular, relating to affordable housing delivery.
- Demonstrated ability to direct complex tasks to contracts, sub-trades and building maintenance staff.
- Ability to analyze financial reports to identify trends, corrective measures and budget overages or surpluses.
- Ability to prepare and write reports and letters.
- You enjoy learning and interpreting policy and ensuring they are upheld.

- You're a clear communicator and can be responsive to tenants in the facilities.
- Valid BC Driver's License / Mode of Transportation
- Valid first aid certificate

**Salary:**

\$28/hr; 4 days a week with on-call availability for emergency cases. Competitive benefits and vacation package.

Applications are reviewed on a rolling basis. Please submit a CV and cover letter to Hanieh Khataee, Director of Programs and Operations via email: [haniehk@kiwassa.ca](mailto:haniehk@kiwassa.ca)