

Housing Coordinator

CHILLIWACK, BC, CANADA .
FULL-TIME . JULY 16, 2025

Description

Job Summary:

- Oversees the day-to-day operations of the Village supportive housing building (33 units) and acts as the property manager for The Paramount (66 Units), and the Kiwanis Housing Project (34 units). Provides ongoing support and supervision of the Village Youth Transitional Housing Program. Performs administrative functions such as processing rent payments, writing notices, supervisory related tasks, and any other tenancy related issues.

Qualifications:

Education, Training and Experience:

- Diploma in Human/Social Services or other related fields.
- Minimum three (3) years recent related experience in tenancy, supportive housing, and working with vulnerable youth and adults
- One (1) year supervisory experience.
- Demonstrated ability and/or experience in building maintenance and program supervision.
- Experience and strong aptitude in the administration area including financial management and budgeting.

Job Skills and Abilities:

- Demonstrated abilities in crisis intervention, conflict resolution, mediation, and advocacy for clients.
- Demonstrated abilities in criteria-based behavioral assessments for determining clients' best fit into residential programs.
- Demonstrated abilities in accurately assessing youth needs and barriers, through motivational interviewing, in relation to independent living skills, including safety, risk of homelessness, medical conditions, mental health issues, and natural supports.
- Demonstrated knowledge and experience in developing, implementing, and communicating safety plans and service plans for all program residents.
- Working knowledge of factors relevant to the operation of a supportive housing program.
- Knowledge of employee/client relations, landlord/tenant relations and the BC Residential Tenancy Act, BC Residential Tenancy Regulations, Trauma Informed Practice and Property Management.
- Strong computer skills including using Excel.

- Demonstrated ability to develop individualized programming plans to address basic tenancy skills, social and life skills, and healthy lifestyle choices.
- Able to keep accurate statistics and provide reports to Director.
- Ability to work as a team.
- Demonstrates flexibility and adaptive skills.
- Knowledge of CARF Accreditation best practices is preferred.
- Ability to develop positive relationships with clients, colleagues, tenants, funders, and community stakeholders.

Additional Information:

- This position requires the ability to function independently and frequently under pressure while managing concurrent projects, deadlines, emergencies, and the multiple program facets of coordination, facilitation, and intervention. Managing emergencies situations is an ongoing expectation of this position. This position will require after-hours emergency response work in providing supervision and support to program management, employees, and client needs and building needs. This position involves being on call 24 hours/day, 5 days per week and flexible hours to provide supervision to afternoon, overnight and weekend staff.

Key Duties and Responsibilities:

1. Performs tenant/client intake and screening, including interviewing potential clients/tenants to gather necessary information, verify eligibility criteria based on age, income and housing needs.
2. Prepares and completes tenancy related documentation and property management such as Residential Tenancy Agreements, Tenancy Addendums, Conducting Move-in/Move out inspections' reports, scheduling and coordinating move ins.
3. Collaborates with CCS Operations Coordinator for turnover of CCS units and liaises with Kiwanis contracted personnel and board of directors for turnover of Kiwanis units.
4. Maintains the Housing Registry to ensure records accurately reflect vacancy status and to ensure correct subsidy amounts are being received from BC Housing.
5. Assists with the preparation of documentation such as hearing documentation and tenancy arbitration evidence packages. Prepares notices such as notice of maintenance, eviction notices, and posts in an appropriate manner.
6. Collects rents and damage deposits, reconciles payments, processes rent payments and bank deposits, follows up on overdue accounts and managing tenant arrears. Submits rent receipts and related documentation to Finance in a timely manner. Keeps accurate records of all financial transactions.
7. Develops, implements, and evaluates residence goals, objectives, policies, and procedures, and ensure that required standards are maintained. Identifies both physical and program needs of the residents to appropriate authority. Plans and implements with employees and Program Director for any program, procedure or protocol changes.
8. Provides leadership, guidance, and participates with employees, families, and other stakeholders in planning and providing client plans, case conferencing, case management, and the preparation of related documents and reports. Completes application eligibility screening, intake processes and personal service plan for clients.

9. Oversees all health and safety of clients and residents. Ensures the completion, implementation, and monitoring of all client and resident safety plans.
10. Ensures all program accreditation standards are met and maintained. Completes regular client file audits and follows up with employees to ensure compliance with documentation standards.
11. Maintains a collaborative partnership with BC Housing and follows through on all mandates.
12. Attends quarterly meetings with the funder (MCFD).
13. Monitors, authorizes, and allocates expenditures within the operating budget for the year, and assists Director in preparing the budget. Prepares and maintains related documentation.
14. Schedules, supervises, motivates, and evaluates residence employees and monitors daily operations. Assists in recruiting and selecting of employees, and provides guidance, training, and orientation on policies, procedure, techniques, report preparation, or other matters arising in the residence. Identifies the needs of employees for professional development and oversees performance appraisals. Reports any performance concerns to Director.
15. Completes all mandatory learning requirements.
16. Performs other relevant duties as may be required.

General:

- Wage rate as per BCGEU Collective Agreement, Residence Coordinator, Grid Level 14 - \$33.77 (Under Review) per hour plus health and dental benefits.
- This position requires Union membership.
- This position is open to all persons.
- This position requires successful completion of a criminal record check.
- This position reports to the Housing Director.

**Please mention the name of the job position you are applying for in your cover letter.
NO phone calls. Only short listed applicants will be contacted.**

Please apply for this job opportunity thru our website:
<https://www.comserv.bc.ca/careers/>

- **Closing Date:** 12:00 Noon, July 30, 2025

Compensation

\$33.77 per hour