

Job Posting

#23.40 OPERATIONAL MANAGER OF HOUSING AND SHELTERS

This posting is open to all qualified applicants.

Our Place Society is an organization founded on progressive and inclusive Christian values and principles. We work as a team to create a nurturing atmosphere of home and family, where all are welcome. **A team approach is critical to living out our mission and values and directing our work.**

Position Overview:

Reporting to the Director of Housing and Shelters, the Operational Manager of Housing and Shelters is responsible for operationalizing, reviewing, and implementing the OPS Housing and Shelter Program at all sites; supporting and capacity building Site Supervisors to ensure the smooth and effective operations of their sites; and coordinating and supporting property management plans for each site in accordance with the mission and the goals of Our Place Society (OPS).

Duties and Responsibilities:

- Assists the Director of Housing & Shelters with the ongoing development of a Housing & Shelter Program for all current housing/shelter sites and future new sites and provide support to operationalize all sites.
- Develops, reviews, and implements Housing & Shelter program Operational Plan which includes Staff procedure and Handbook; Site Handbook; Site Supervisor Handbook; and Resident Handbook.
- Ensures that resident feedback is collected on an annual basis and taken into consideration as part of the development and review of the Housing and Shelter Program.
- Keeps up to date on current housing legislation particularly as it relates to tenant/residents' rights and ensure that the legislation is appropriately applied within the Housing & Shelter program.
- Ensures that Site Supervisors are supporting frontline support staff in developing individual resident plans and provides advice, consultation, and support when necessary.
- Works with and capacity builds with Site Supervisors so that they can effectively implement on-site programs, supports, and intervenes to ensure the well-being and safety of residents. Site resident programming would include and not be limited to monthly resident meetings, and resident community building groups.
- Supports Site Supervisors in site operational emergencies such as onsite fires, floods, etc.
- Work with the Facilities Manager and Site Supervisors to ensure that each site has a tailored made property management plan.

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- Consults and collaborates with partner service providers for example Island Health, BC Housing, VicPD, and other community agencies to ensure strong collegial working relationships and consistent service approach across all sites.
- Direct, Coordinate and lead the Coordinated Access and Assessment – Capital Regions centralized placement system - Intake process for all the sites.
- Represent OPS in meetings with community, municipal, provincial, health and other groups to identify community problems and implement solutions.
- Liaises with Internal OPS Departments that have the most impact on the Housing program - for example Food Services, and Facilities to ensure cohesive and integrated service delivery across the Housing & Shelter sites.
- Provides input to the Director of Housing & Shelters to complete reports and other funding documents.
- Assist the Director of Housing & Shelters and Director of Finance, and as part of the team, in developing and managing an annual Housing budget.
- Compiles, maintains, and reports on the monthly, quarterly, and annual program statistics.
- Analyzes trends in the program, identifies issues and recommends solutions to the Director of Housing & Shelters.
- Coordinates, schedules, and facilitates Site Supervisor regular meetings and other administrative scheduling and tasks pertaining to the leadership team in Housing & Shelters.
- Monitors and supports the Site Supervisors in enforcing the collection of monthly rent contributions and audit arrears, including repayment agreements.
- Monitors the coordination and delivery of the Clean Team and ensures that the Honorariums are delivered monthly.
- Authorizes the purchase of site operations related goods and services within spending authority pertaining to Housing and Shelter programs.
- Direct Supervision of the Scheduling department and scheduling staff.
- Oversees and monitors payroll submission by Site Supervisor; ensuring submitted timely and accurately to Finance as per set procedures. Training Site Supervisors when needed.
- Ensures Orientation manuals are reviewed and updated regularly, and that Site Supervisors provide all new staff members with a comprehensive orientation to their job.
- Works with the Director of HR and Site Supervisors to ensure that Housing team staff are receiving appropriate and effective training.
- Provide monthly supervision for all direct reports as well as an annual performance review.
- Review opportunities to build Site Supervisor and frontline staff capacity within our current Housing & Shelter sites.
- Deputizing for Director of Housing & Shelters and other Manager of Housing and Shelters when required, for example vacation.
- Works collaboratively by sharing management duties with the other Manager of Housing and Shelters to cover all facets of the Housing and Shelter Program.
- Responsible for all aspects of the property management side of operating supportive housing sites by working closely with BC Housing, contractors, and the OPS facilities department to keep all buildings functioning at a safe operational and efficient level.
- Work closely with the OPS Occupational Health and Safety Manager and OHS Committees to ensure a safe workplace at all sites by complying with any WorkSafe BC order or new procedure.



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- Performs other related duties as required.

Qualifications:

Education and Experience:

- College or University level education is preferred but equivalent experience would also be considered.
- At least 3 years management experience which includes supervision, preferably in the non-profit sector.
- Experience working with the homeless and hard to house is desirable.

Skills and Abilities:

- Maintains current knowledge and understanding of various types of Supportive Housing and Shelters; various types of federal and provincial housing programs, including their funding arrangements and parameters, and community and social issues impacting the delivery of housing, health, and social services.
- Knowledge of current social issues related to homelessness, mental illness, and drug addiction.
- Knowledgeable of community resources
- Knowledgeable of Indigenous culture, and the Truth and Reconciliation process.
- Good interpersonal skills.
- Demonstrated supervisory skills.
- Excellent written and oral communication skills to deal with a broad range of people.

Working Conditions:

Shifts: Full time, 37.5 hours/week. Evening and weekend work may be required.

Compensation: \$67,196 - \$77,250 per annum.

Benefits: 3 weeks' vacation. Excellent benefits after successful completion of 3 months of full-time employment, including a Municipal Pension Plan.

How to Apply:

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience and qualifications by 4:30 p.m. Tuesday, April 4, 2023 to careers@ourplacesociety.com or to Our Place Society, Attention Marion Hoadley, HR Director, 919 Pandora Ave, Victoria, B.C. V8V 3P4. Please quote "File #23.40 – Operational Manager of Housing and Shelters" in the subject line.

Please note: All applications must have a cover letter to be considered.

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.

Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities.