

Job Posting

#26.56 MANAGER - HOUSING, SHELTERS, & COMMUNITY SERVICES

Please See Below for Shift Details

This posting is open to all qualified applicants.

Our Place Society (OPS) is an organization founded on inclusive and progressive Christian values and principles. We are driven by our values: hope and belonging, teamwork, unconditional love and safety. 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, Shelters, & Community Services, the Manager of Housing, Shelters, & Community Services 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 and program services 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, & Community Services with the ongoing development of a Housing, Shelters, & Community Services program for all current and future housing/shelter sites and community programs and provides support to maintain and operationalize all sites/programs.
- Develops, reviews, and implements the Housing, Shelters, & Community Services program Operational Plans which includes Staff procedure and Handbook; Site Handbook; Site Supervisor Handbook; and Resident Handbook.
- 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, Shelters, & Community Services program.
- Works with and capacity builds with Site Supervisors so that they can effectively implement on-site programs and supports and intervenes to ensure the well-being and safety of residents and staff.

- 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.
- 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.
- Directly supervises staff; in charge of interviewing, hiring, and discipline.
- Oversees programming and events at 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, Shelters, & Community Services sites/programs.
- Provides input to the Director of Housing & Shelters to complete reports and other funding documents.
- Assist the Director of Housing, Shelters, & Community Services 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, & Community Services.
- 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.
- 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 direct reports.
- Review opportunities to build Site Supervisor and frontline staff capacity within our current Housing & Shelter sites.
- Deputizing for the Director of Housing, Shelters, & Community Services and the other Manager of Housing, Shelters, & Community Services when required, for example vacation.
- Works collaboratively by sharing management duties with the other Manager of Housing, Shelters, & Community Services 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 funders, contractors, and the OPS facilities department to keep all buildings functioning at a safe operational and efficient level.



Hope and Belonging

- Work closely with the OPS Occupational Health and Safety Officer and OHS Committees to ensure a safe workplace at all sites by complying with any WorkSafe BC order or new procedure.
- 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 per week), day shifts. Evening and weekend work may be required.

Compensation: \$90,000 - \$105,000/annum (commensurate with experience).

Benefits: Vacation accrued at a rate of 6%. Eligible for a 100% employer paid comprehensive benefits plan, including health and dental coverage, after completion of probationary period.

This is a union exempt position.

How to Apply:

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience, and qualifications by 3pm on Thursday, July 30, 2026, to careers@ourplacesociety.com or to Our Place Society, Attention Ryan Brost, HR Manager, 1027 Pandora Ave, Victoria, B.C. V8V 3P6. Please quote "File #26.56 – Manager – Housing, Shelters, & Community Services" in the subject line.



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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.