

1. Position No. 22221W, 81530	2. Descriptive Working Title MANAGER, TENANT ENGAGEMENT		3. Present Classification Excluded Mgmt
4. Branch OPERATIONS	5. Department HOUSING & HEALTH SERVICES	6. Work Location Telework Eligible	Date April 2019 Revised Feb 2021; Aug 2021
7. Position No. of Supervisor 80532, 80533	8. Descriptive Work Title of Supervisor MANAGER, HOUSING & HEALTH SERVICES		9. Classification of Supervisor Excluded Mgmt

POSITION SUMMARY

Reporting to the Manager Housing & Health Services, the Manager Tenant Engagement is accountable for the effective and efficient delivery of work for their assigned team and portfolio. He/she/they are responsible for providing leadership on the implementation of programming and services to BC Housing’s Directly Managed tenant population and/or community partners. In collaboration with the Manager Housing & Health Services, the position provides direction, utilization and risk management, team building and quality improvement of the programming throughout Operations Directly Managed sites. The incumbent collaborates with others to ensure that site-specific programs foster healthy and inclusive communities, supports BC Housing staff in the management of developments, and increases the quality of life for vulnerable tenants with complex social and health needs.

MAJOR RESPONSIBILITIES

1. Oversees and coordinates on-going team planning, development, evaluation and quality improvement activities that facilitate team goal setting, problem solving, conflict resolution and collaboration by arranging and facilitating meetings, reviewing team policies and procedures ,revising documents and developing new policies and procedures; selecting and utilizing outcome measures, implementing new approaches to service and collaborates with Manager Housing & Health Services regarding efficiency of processes and procedures and changes in policy to ensure streamlined and consistent services throughout the province.
2. Builds and maintains liaisons with community agencies, government agencies, municipal representatives and contracted service providers for the purposes such as developing and sustaining partnerships and effective service delivery.
3. Collaborates with internal and external stakeholders to develop, manage and evaluate Housing and Health Services programs considering client needs, service delivery interrelationships and service potential within a complex environment.
4. Oversees tenant support services provided to Directly Managed housing, housing providers across the Commission including non-profit partners, and tenants living in private market rentals receiving BC Housing financial rental assistance.
5. Participates as a member of a multi-disciplinary intensive case management team and oversees resources provided to tenants with highly complex social and/or health care needs or behavioural issues.
6. Works with the BC Housing site team to develop exit strategies for tenants that will no longer be housed with BC Housing and require relocation. Coordinates problem-solving initiatives and makes referrals to external organizations and may attend Residential Tenancy Branch hearings

7. Facilitates meetings with BC Housing employees and/or external organizations to look for possible solutions, with the objective of maintaining successful tenancies.
8. Participates in meetings with site and Housing & Health Services staff about tenant needs and required supports, including meetings that adjust the tenant support level component of the site profile.
9. Provides advice and guidance to other team members in resolving issues and ensures sensitive situations are mitigated.
10. Preserves a high degree of professionalism in tenant relations, particularly with regards to confidentiality and the privacy and respect owed to individuals and families residing on BC Housing sites.
11. Prepares and monitors the budget within allocated expenditures and oversees contract management.
12. Oversees the initiation, promotion, delivery and evaluation of a variety of programs that:
 - a. Support tenant activities in public housing communities for wellness, self-sufficiency, self-development, and community-building. The role acts as a resource to groups and individuals applying for funding and fosters interest in the program;
 - b. Support families to become economically self-sufficient and build resources to become independent;
 - c. Provide educational financial assistance to adult students and youth living in subsidized housing across BC;
 - d. Assist youth between the ages 15-18 to prepare for employment through a summer work program that provides skills training and work experience;
 - e. Engage tenants in sustainability initiatives that lead to energy conservation through tenant behaviour changes;
 - f. Promote understanding and knowledge of horticulture therapy, gardening, food security, and food literacy
 - g. Support tenant vocational pursuits
13. Meets with community groups to explain BC Housing and its role in the community vis a vis BC Housing tenants and to set up programs and services for tenants on BC Housing sites.
14. Provides program information, statistics, quarterly reports and collaborates on housing and homelessness initiatives.
15. Performs regular review and quality control of documentation and data entered in the health information management system.
16. Supports the procurement of goods and/or services for assigned business areas by identifying needs, providing feedback on RFPs and other documents, monitoring contractor/consultant adherence to contract provisions, and providing recommendations on the purchase of select goods and services in accordance with purchasing policies and practices.
17. Sets measurable goals and objectives within a team environment, incorporating the organizations vision and values by methods such as maintaining and updating own knowledge of professional development in area of practice and developing a plan in collaboration with Manager for professional development.
18. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.
19. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

ORGANIZATION

The Manager Tenant Engagement reports to the Manager, Housing and Health Services.

The position supervises a team of bargaining unit staff.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in social work, psychology or a related health discipline from a recognized university, supplemented by leadership courses.

Considerable experience working in a related health role with some direct supervisory experience.

Or an equivalent combination of education, training and experience acceptable to the Employer.

Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Focused
- Teamwork
- Service Oriented

Leadership Competencies

- Alignment & Results
- Relationship Building/Management
- Team Development

- Considerable knowledge of current social issues such as homelessness, mental illness, addictions, domestic violence, child protection, poverty issues, etc.
- Considerable knowledge and understanding of BC Housing's mandate, programs and policies in delivering social housing and social services to the vulnerable
- Considerable knowledge and aptitudes of health promotion and population health principles, processes and tools
- Considerable knowledge of the *Residential Tenancy Act* and applicable Health and Safety regulations
- Considerable knowledge in psychosocial rehabilitation principles
- Sound knowledge of community resources and methods of access
- Sound knowledge and awareness of Cultural Diversity
- Strong program development and management skills
- Strong crisis intervention, mediation and conflict resolution skills
- Strong analytical, problem-solving and time management skills
- Excellent oral and written communication skills
- Proficiency in the use of computer applications and software including Microsoft Office applications
- Ability to utilize effective research skills and to stay current with issues and trends in housing, particularly for individuals with mental health and addictions, and seniors aging in place.
- Ability to assist groups to develop and coordinate community activities and programs
- Ability to listen and seek for information that promotes communication and lead to a cooperative approach to problem solving within and interdisciplinary setting
- Ability to lead, coach and motivate staff in a team setting
- Ability to work with clients who have active addiction and difficult/challenging behaviours
- Ability to establish and maintain good working relationships with other agencies and service providers, to deal tactfully and effectively with co-workers, public and staff from other agencies
- Valid BC Driver's License and daily access to a reliable vehicle