

1. Position No. 81075, 81113, 81119, 81222, 81679	2. Descriptive Working Title Orange Hall Team Assistant		3. Present Classification Clerk IV
4. Branch Operations	5. Department Supportive Housing Programs	6. Work Location Hybrid – Site Central	Date March 2014 Revised September 2020; June 2022
7. Position No. of Supervisor 81256	8. Descriptive Working Title of Supervisor Regional Administrative Services Manager		9. Classification Excluded Management
10. Job Summary:			

Reporting to the Regional Administrative Services Manager, the Orange Hall Team Assistant provides portfolio administration, tenant support functions, accounts payable and administrative support in the delivery of supportive housing options to vulnerable populations in Greater Vancouver, Lower Mainland, Fraser Valley and Sunshine Coast, including the Downtown East Side of Vancouver. He/She/They maintains frequent liaison with non-profit societies, community groups, health authority agents, government agencies and staff related to affordable and/or supported housing programs. The incumbent may be required to rotate through various functions.

11. Duties:

Portfolio Administration:

- Performs quality assurance reviews of rent calculations completed by housing providers utilizing online rent calculation and identifies issues and training requirements.
- Supports Non-Profits in preparing accurate rent calculations, subsidies, adjustments and annual reviews by analyzing and interpreting financial documents and processes tenancy changes submitted by housing providers; initiates investigations as required.
- Receives notices of vacant Single Resident Occupancy (SRO) units from housing providers and assists housing providers with the allocation of units. Refers applicants to Health Services for file review and assessment.
- Assists housing providers with use of the Supportive Housing Registration computer system. Visits housing providers on site to provide training or arranges for housing providers to visit the office or provides online training through Microsoft Teams. Liaises with other government agencies, housing providers and advocacy groups to provide information on the Supportive Housing Registration service.
- Processes all incoming applications, prepares accurate rent calculations, subsidies, adjustments and annual reviews for the Homeless Prevention Program (HPP) by analysing and interpreting financial documents; initiates investigations as required.
- Participates in the development and delivery of information sessions to the public on the Supportive Housing Registration services, including public events.
- Works with Supportive Housing Advisors on establishing processes for new and existing buildings; setting up spread sheets and formulas, making adjustments to spreadsheets as required.
- Works with Coordinated Access and Assessment Teams in reporting of vulnerable clients in specific neighborhoods, creating timelines for internal and external stakeholders, creating spreadsheets for large move projects and tenanting.
- Prepares reports on relevant statistics and vacant SRO units; participates in the roll-up for quarterly and regular reports; updates computer records with current client information. Liaises with Non-Profit societies to determine accuracy of information.
- Identifies key/critical/dangerous issues in and around Orange Hall for staff and clients and follows protocols including reporting incidents, calling the police, calling medical services or administrating care in cases such as overdoses.

Client/Tenant Support:

- Responds to client inquiries regarding eligibility criteria and other information for the Supportive Housing Registration service and other housing programs over the telephone, in person, or by correspondence, demonstrating patience and tolerance when dealing with clients who may have multiple language and disability barriers.
- Demonstrates patience and respect with clients who have complex social and health care needs and/or exhibit behavioural problems. Responds to emergency issues such as contacting emergency services for first aid or violent incidents and de-escalating situations involving verbal and physical abuse with clients.

- Assists clients with completion of application forms for Supportive Housing and other various housing programs.
- Reviews and interprets tenant information to ensure accuracy and compliance regarding family composition, Declaration of Income and Assets, etc. Assesses submitted documentation to determine completeness, follows up on missing or incomplete information and communicates with applicants, community groups, or housing providers, as appropriate.
- Processes new applications, updates existing applications, and processes transfer requests from current tenants of supportive housing who require a move to a site with different supports or for those who are ready to move on to a more independent living setting.
- Provides recommendations to applicants who do not meet the criteria to apply for supportive housing and makes referrals to other housing options as appropriate. Identifies clients' needs and makes referrals to other relevant external agencies to connect clients to appropriate services.
- Maintains current external support documentation for referrals such as current social work or advocate offices, healthcare units, rent support programs and financial support programs.
- Participates in the emergency response to crises, including decampments and the closing of shelters, working directly with the public and individuals with various health risks.

Accounts Payable:

- Performs data entry and scans/attaches invoices and other documents into the JD Edwards system (JDE1); reviews supplier statements and follows up on discrepancies.
- Codes P-card transactions for various cardholders via US Bank Online banking.

Administrative Support:

- Maintains calendars, responds to requests for meetings, issues invites, arranges for catering and materials as required, and books appointments for Managers.
- Provides general clerical support and performs storefront and reception duties for the Orange Hall office; opens the Orange Hall office and secures office at the end of the day.
- Contributes to the identification, development, improvement and documentation of policies, procedures, services, systems and processes.
- Schedules and maintains follow-up on operational procedures; initiates corrective action as appropriate.

Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.



STAFFING CRITERIA

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4. Education, Training and Experience:

- High School diploma or equivalent with completion of post-secondary courses in a relevant field such as business or program administration.
- Considerable related experience, including experience providing information to the public.
- Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities:

Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service oriented
- Sound knowledge and understanding of Downtown East Side populations, non-profit societies and related issues.
 - Sound knowledge and understanding of affordable housing programs and housing clientele.
 - Sound knowledge of government and community agencies and the services they provide.
 - Excellent conflict resolution skills and the ability to exercise tact, diplomacy and good judgement when dealing with upset, angry or abusive clients with diverse cultural, educational and socio-economic backgrounds who may be under the influence of substances and/or mental health disability episodes.
 - Good problem-solving skills.
 - Intermediate proficiency with computer applications, including MS Word, Excel and Outlook, and ability to manoeuvre between applications with ease.
 - Ability to demonstrate patience when dealing with a wide range of clients including individuals who have English as a second language and clients with a range of disabilities.
 - Ability to investigate and solve problems creatively and within established guidelines.
 - Ability to work independently with limited supervision.
 - Ability to interpret and understand financial documents received from clients.
 - Ability to establish and maintain effective working relationships with staff, the public, and housing providers.
 - Ability to adapt to change and work under pressure in a demanding and volatile atmosphere.
 - Ability to plan, meet deadlines and adapt to critical priorities in an environment with competing priorities and a heavy and diverse workload without compromising the quality of work.
 - Ability to multi-task in a fast-paced environment.
 - Ability to type minimum 50 words per minute.

6. Occupational Certification