



## **Great career opportunity!**

Permanent Full Time – Vancouver/Burnaby, BC

***Fair Haven Homes Society is looking for  
its new Housing Services Manager!***

### ***Who are we?***

Fair Haven is a non-profit housing society in Vancouver and Burnaby providing homes that nurture community and quality of life for seniors. We believe in enriching the lives of the Fair Haven community by providing a safe, secure, respectful, inclusive and person-centred environment. We own three independent living apartment buildings geared towards seniors 55+ as well as two long-term care homes. We value respect, diversity and partnership.

### ***Who are you?***

You are a professional in the field of Housing Services and experienced in delivering quality social housing services, consistent with industry regulations and operation agreements. You are a skilled communicator, patient and courteous, creative, ethical, foster team work, organized, and a problem solver. You have the ability to establish and maintain positive relationships.

As per the current Public Health Order, full vaccination against COVID-19 is a condition of employment at Fair Haven.

### **SUMMARY OF POSITION**

Reporting to the Director of Finance, the Housing Services Manager is responsible for the delivery of quality social housing services to applicants and tenants of Fair Haven Homes Society, in line with the Society's vision and Strategic Plan. The key focus of the role is to manage the Housing Services and maintain positive tenant relationships.

The role includes oversight of rental leasing, tenancy management and community development on behalf of the organization. This position supervises Building Attendants.

The Housing Services Manager is responsible for ensuring housing operations are consistent with industry regulations, operating agreements and CMHA's mission, vision and organizational goals. A large focus of the role is the development and effective maintenance of tenant relationships to enhance and support community engagement activities. This position contributes to program and services evaluation, implements service improvements and identifies future housing program needs.

In addition, the Manager prepares budget recommendations and is responsible for ensuring all record keeping and compliance requirements associated with the functions of operating agreements are maintained. The Manager also supports partners and other key stakeholders on behalf of the Society.

### ***What you bring:***

#### **Education Training and Experience:**

- High School graduation along with completion of post-secondary training in Property Management or Housing Administration.
- Three years' recent experience in seniors' housing or an equivalent combination of education, training, and experience.
- Knowledge of the Residential Tenancy Act (RTA).
- Experience in a non-profit environment.

*Nice to have:*

- The ability to communicate effectively in Mandarin or Cantonese.
- Certificates in First Aid; Crisis Intervention; W.H.M.I.S.

**Skills and Abilities:**

- Excellent verbal and written communication skills; highly developed interpersonal skills (able to establish and maintain good relationships by displaying tact, courtesy and patience).
- Ability to maintain a calm, welcoming, empathetic and professional demeanor with tenants, visitors and others.
- Effective problem solving skills; demonstrated ability to exercise good judgment.
- Analytical abilities; bookkeeping skills with a detail orientation for accuracy.
- Flexibility: able to adapt, work with a variety of situations and people, and deal with changing priorities and deadlines, which may include working flexible hours, if needed .
- Strong customer service orientation and a solid team player.
- A commitment to the highest ethical conduct in tenant interactions.
- Ability to travel between Housing sites.

***What we offer:***

- An organization with growing prospects
- A passionate work environment
- Flex hours
- Paid vacation starting at 4 weeks
- Pension plan
- Extended health care

***Interested in this position?*** Reach out for more information via email or directly send cover letter and resume to [careers@fairhaven.bc.ca](mailto:careers@fairhaven.bc.ca). The recruitment process will start immediately and up to May 15<sup>th</sup>, 2022.

For more info about Fair Haven, please visit <https://fairhaven.bc.ca/>

Fair Haven Homes Society values equitability, diversity and inclusivity. Our recruitment standards seek to ensure all individuals are treated in a culturally safe manner.