



Canadian Mental Health Association – Cariboo Chilcotin

Job Title:	Jubilee Place Program Manager
Reports To:	Executive Director

Job summary

The Jubilee Place Program Manager is responsible for the total operation of the Jubilee Place Housing Program. The Manager has the responsibility of assuring that the program operates in an efficient and cost-effective manner while ensuring that all regulatory requirements are adhered to.

Duties and Responsibilities

- Oversee and administer the day-to-day operations of the program.
- Responsible for income verification, with minimal direct oversight by the Director.
- Handles tenant rent collections and delinquencies, late notices and posting rents.
- Obtains bids from contractors for pending work as may be required to submit to the Director.
- Regularly communicates with tenants as a group on an as-needed basis.
- Ensure the facility has adequate supplies.
- Work directly with clients regarding admissions, discharges, and address concerns regarding compliance with participant agreements.
- Effectively manages program staff including hiring, training, scheduling, and delegating, evaluating, coaching and performance management.
- Responsible for HR activities such as managing and approving timesheets, providing staffing information to finance, and providing HR activities for the union.
- Develop and maintain confidential client files. Ensure that client/personnel files and records are maintained and kept secure.
- Promote communication and teamwork amongst staff members and treat co-workers with dignity and respect. Demonstrates a willingness to cooperate with co-workers and clients.
- Organize special events for the residents, i.e., Christmas party, BBQ's, etc.
- Provide assertive and non-threatening support to individuals at serious risk of being homeless.
- Provide crisis planning and intervention when necessary.
- Responds to requests by the Executive Director and the Director of Operations and makes recommendations on building and tenancy needs.
- When directed, attends meetings with appropriate agencies and government entities.
- Conducts monthly apartment inspections.
- Conducts weekly inspection of the property and prepares a summary report of the property activity and conditions observed.
- Prepares calendars and newsletters for distribution to the tenants.
- Addresses and resolves any emergencies that arise.
- Hold regular staff meetings.

- Address staff member concerns quickly and objectively and provide respectful feedback to staff members.
- Reviews expenses and assists in the preparation of annual budget requirements.
- Work closely with Homeless Outreach and Housing First program co-ordinators to assist clients access and transition through the housing continuum.
- Participate in keeping the program within the allocated budget.
- Be familiar with all Association policies, procedures and reporting requirements.
- Represent the Association in a positive manner, maintain confidentiality and conduct her/himself in an appropriate manner when representing the Association.
- Demonstrate an ability to perform job duties in an emergency and outside of regular work hours.
- Showcases available apartments and processes applications for prospective residents.
- Approves invoices for payments.
- Oversees on-site capital improvements.
- Works with the management team in preparing strategic goals and plans.
- Quickly and fully implements directives from management.
- Ensures compliance with all housing agencies i.e., BCH RTA.
- Other duties as assigned by your supervisor or senior management as needed.

Qualifications

Education:

- Post-Secondary Education in human services, Property Management or equivalent combination of training and experience

Experience:

- Previous property management experience
- Experience with transitional supportive housing programs is preferred.
- Experience working with individuals with addictions.
- Valid class five driver's license and a reliable vehicle
- Previous supervisory experience
- Experience working with community organizations within the Cariboo.

Skills & Abilities:

- Strong written and verbal interpersonal communication skills
- Demonstrated ability to manage projects and operational matters daily.
- Excellent time management, follow through, organizational and administrative skills.
- Ability to write reports, business correspondence and standard workplace procedures.
- Knowledge of First Nations culture
- Ability to advocate, organize and problem solve.
- Strong computer skills and proficiency with the following software Microsoft word, Excel, Outlook, and Teams
- Knowledge of BCH databases an asset

- Knowledge of working within a union environment

Conditions of Employment

- Must be able to obtain and maintain a clear criminal record check.
- Ownership of a reliable vehicle and a class 5 driver's license
- Must sign and agree to follow the agencies policies and procedures.
- Must sign and agree to the Conflict of Interest, Code of Conduct and the Oath of Confidentiality forms

This is a job description and is not meant to be interpreted as a contract. This job description is subject to change at any time.

Approved By:	<i>Tereena Donahue, Executive Director</i>	
Date Approved:		
Signature:		Reviewed: April 11, 2024

Type of Review	Date	Employee Signature
Initial review		
Annual review		
Annual review		
Annual review		
Annual review		