



NORTH PEACE HOUSING FOUNDATION

Job Description

Housing Accommodations Manager
Last Revised Date: March 18, 2025

Job Summary

Reporting to the Director of Housing Operations and Special Projects, the Housing Accommodations Manager is responsible for overseeing the day-to-day operations of a seniors' lodge and senior self-contained apartments, ensuring a safe, supportive, and well-managed living environment for residents and tenants. This role involves leading staff, managing lodge services, and ensuring compliance with relevant legislation, policies, and guidelines. The manager will foster a welcoming community while addressing the diverse needs of residents and tenants, and maintaining high standards of care, service, and operational efficiency.

Hours of Work/Conditions

- The Housing Accommodations Manager generally works from 8:00 a.m. to 4:30 p.m. Monday to Friday, with an unpaid half-hour meal break. Occasionally, it may be necessary to alter this schedule due to after-hours program requirements, participation and delivery.
- This position may encounter difficult, high-pressure situations that require the ability to remain calm, focused, and effective.
- Travel within the NPHF region will be required, at times using a personal vehicle.
- Must be available to respond to urgent situations on a 24-hour basis. Primary on-call for after-hours maintenance, staff scheduling, and other items.

Duties and Responsibilities

- Effectively lead staff and manage staff scheduling:
 - Effectively manage staff to support operational needs and service standards including, kitchen, housekeeping, administration, and recreation.
 - Recruit, train, and supervise employees to ensure quality care and service delivery.
 - Provide leadership, guidance, and support to help employees meet performance expectations.
 - Develop and maintain staff schedules, balancing coverage needs with time-off requests.
 - Monitor performance, provide feedback, and address concerns to maintain productivity.
 - Ensure compliance with workplace policies, procedures, and regulations while fostering a positive and professional work culture.
- Manage property occupancy:
 - Process housing applications and intake (initial application and interview, data entry into property management software, point score as per regulation, acceptance/decline, manage waitlists, move-ins, etc.).
 - Manage residencies and tenancies including inspections, notices, move-outs, and evictions.
 - Meet with tenants/residents annually to review income and household composition to calculate rent for the upcoming year as part of the Annual Income Review process.
 - Maintain acceptable levels of occupancy through efficient property management.
 - Work closely with other members of the organization, stakeholders, and legislative bodies to ensure the smooth functioning of housing operations.
- Foster a positive resident and tenant experience:
 - Day to day management of resident and family, and tenant concerns and complaints, including formal documentation, follow-up letters, referrals, etc.
 - Work with staff and external resources to ensure tenants and residents have access to the most appropriate programs, supports and/or services available.
- Ensure the management of a safe and healthy work environment:
 - Ensure a safe work environment by actively participating with and enforcing health and safety policies, procedures, and regulations.

- Identify and mitigate workplace hazards, conducting regular safety inspections, incident and near-miss investigations.
- Provide training and guidance to staff on safe work practices and emergency procedures.
- Address health and safety concerns promptly and ensure compliance with occupational health and safety standards.
- Promote a safety-conscious culture by leading by example and encouraging staff participation in safety initiatives.
- Support the upkeep and well-being of Foundation properties and assets:
 - Prioritize the maintenance of units in consultation with the Director of Maintenance and Capital Projects.
 - Monitor units to ensure they remain in acceptable condition (interior and exterior) through the use of formal and informal inspections.
 - Create and monitor maintenance work orders and liaise with maintenance and contractors.
 - Ensure security requirements are adhered to, including building security, key control, and emergency procedures.
- Ensure operational compliance with all applicable legislation and operational guidelines:
 - Participate in the development of policies and operating procedures.
 - Work closely with Central Administration, government, and other stakeholders, to ensure the organization remains compliant in all legislative and policy areas.
 - Uphold a high level of confidentiality and professionalism.
- Aid in maintaining the organization's financial health:
 - Monitor financial operations consistent with the Foundation's guidelines, including accounts payable and receivable, petty-cash, donations, rent collections, and deposits.
 - Purchase goods, materials and services required by the facility and monitor inventory.
 - Minimize rental arrears by following established policies and procedures for collection.
 - Prepare aged receivable, vacancy, waitlist, monthly bill out and other reports as requested.
 - Identify and propose ideas for operational efficiency and new revenue streams.
 - Prepare annual and three-year budget proposals.
- Support the public and administrative needs of North Peace Housing Foundation:
 - Maintain all applicable records as required.
 - Oversee community volunteers.
 - Create and maintain a positive organizational image within the community by implementing promotional strategies and taking part in local community events when appropriate.
 - Create, contribute to and/or maintain various reports and information that contribute to the overall operation of the Foundation.
- Other duties as assigned.

Knowledge, Skills and Abilities

- Proven ability to manage and lead effectively with strong organizational skills.
- Demonstrate a genuine interest in and sincere commitment to serving the needs of often vulnerable tenants and residents.
- Highly skilled in effective communication, including active listening, clear speaking, and timely, thorough writing.
- Capable of maintaining the privacy and security of sensitive information.
- Demonstrated willingness to maintain a pleasant working environment and actively contributes to a safe workplace.
- Strong abilities in analysis, planning, prioritization, time management and execution.
- Consistently interacts with individuals in a sensitive, tactful, diplomatic, and professional manner.
- Exceptional relationship and team-building skills.
- Ability to anticipate, understand, and respond effectively to the diverse needs of tenants, residents and staff.
- Knowledge and understanding of document management and databases.
- Demonstrates flexibility and adaptability in addressing concerns in an ever-changing work environment.

Qualifications

- Post-secondary diploma/degree in business administration, human services or a related field.
- Proven experience managing or operating a retirement lodge, health care facility, or similar environment.
- Two years supervisory experience, preferably in a non-profit organization.
- Residential property management experience is considered an asset.
- Equivalencies in education and experience may be considered.
- Working knowledge of Microsoft Office is required.
- Experience with Occupational Health & Safety, Employment Standards, and Housing Legislation is an asset.
- Experience using database software is an asset
- Completion of a current and acceptable criminal record check for the vulnerable sector as required by the Protection for Persons in Care Act and the Accommodation Standards and Licensing Act is mandatory.
- A valid Class 5 driver's license and a satisfactory driver's abstract are required.

I acknowledge that I have reviewed and understand the job description for the position of Housing Accommodations Manager. I understand that the job description may be modified from time to time according to operational needs as circumstances require. I agree to work according to the job description and as otherwise directed.

Employee Name (Print)

Employee Signature

Date Signed