

2. HUMAN RESOURCES

2-130 Job Description – Manager of Supportive Housing (Evergreen Home)

Evergreen Mission Statement:

Demonstrating God's love, we will provide safe, quality health care that meets the physical, social, mental and spiritual needs of residents in a campus of care community where all can live with dignity.

Job Summary:

Under the direction of the Manager of Assisted Living, is responsible for the general management of Evergreen Manor in the provision of housing options for seniors to age in place according to the goals of the Seniors Supportive Housing Program. This includes all aspects of tenant screening and registration to promote and make improvements in the health and well-being of seniors or persons with disabilities. The manager actively participates in liaison with the Manager of Assisted Living, provincial funding bodies and other providers in relation to supportive housing accommodations and services.

The Manager of Supporting Housing (Evergreen Manor) will also carry out his/her duties with the following guiding principles:

- Support a culture of Quality Improvement consistent with the priorities of the Strategic Operational Plan and specific portfolio. Lead and coordinate groups, teams and or committees in improvement initiatives. Research and seek “Best Practice” information as the foundation for improvement.
- Promote staff health, wellness and work life balance. Ensure that the workplace environment meets legislative standards for occupational health and safety.
- Prioritize and promote a culture of safety and risk mitigation for all customers of the organization through due diligence, mentoring, role modeling, investigation, problem solving, effective decision making, communication and education.

Responsible to: Manager of Assisted Living

Specific Duties and Responsibilities:

1. Arranges for the admission, transfer and discharge of all tenants ensuring that they continue to meet eligibility criteria for Supportive Housing.
2. Completes all admission documents including the Tenancy and Supportive Housing Agreements with all selected tenants. Completes all subsidy applications and annual reviews for rent and supportive housing and enforces the conditions of the support services agreement. When necessary, receives rent cheques, credits account and makes bank deposits:
3. Maintains the tenant data base used for financial operations for rent and supportive services subsidy and documentation. Assists in the development of

- effective office and information systems to help create efficiencies in the overall operation.
4. Maintains a waitlist of prospective tenants.
 5. Contacts families if accounts are in arrears to notify them and works with them in conjunction with the Director of Finance to bring accounts up to date.
 6. Collaborates with the Fraser Health case manager and other community support organizations to identify tenants at risk. Notifies and/or arranges for tenant advocates as required.
 7. Works with tenants as a collective group to develop strategies to promote autonomy and their capacity to live independently without harm to self and others. Contacts the Public Guardian and Trustee's office when directed and discusses financial issues with them.
 8. Compiles statistics as requested by the Executive Director and/or the Director of Finance.
 9. Participates in the organization's Continuous Quality Improvement and Risk Management initiatives including the development of policies and procedures for the protection of the health and safety of the tenants. Develops and manages the forms systems for the facility in a manner that is consistent with the overall organization.
 10. Promotes safety and knowledge of response to emergency services by ensuring timely communication around fire training and drills to staff, captains and tenants. Training is provided in accordance with the documented Fire Safety Plan.
 11. Regularly attends meetings and participates as a leader on the leadership team of the Evergreen Baptist Societies.
 12. In conjunction with the Chaplain, acts as an Ambassador to work closely with the North American Baptist Ladies Auxiliary to facilitate and promote a mutually positive working relationship for the organization.
 13. Liaises with other leaders in the organization and service providers to ensure that the environment is conducive to a welcoming atmosphere to all who live in and/or visit the building.
 14. Hires, evaluates, disciplines, and terminates Manor Recreation Program Coordinator.
 15. Ensures that the services included under the supportive housing tenant agreements are provided on a timely basis. Advocates for change as directed by the needs of the tenants being served.
 16. Establishes a system of communication to ensure that building tenants are informed on a timely basis of changes and/or directions that impact the services they receive.
 17. Serves to advance the Mission, Vision and Values of Evergreen, through the work of Evergreen Manor.
 18. Performs other duties as assigned.

Job Qualifications

Education and Experience:

Minimum grade 12 education, University degree preferred, 3 years' related experience or an equivalent combination of education, training and experience. Advanced preparation in the humanities and knowledge of supporting community organizations would be an asset.

Skills and Abilities:

- Basic computer skills with an understanding of MS Office.
- Ability to organize work and manage time effectively,
- Well developed interpersonal skills and the ability to deal with others effectively.
- Ability to communicate effectively both verbally and in writing.
- Physical ability to carry out the duties of the position.
- Ability to work with minimal direction.

Certification Requirements:

| | Name | Description |
|---|--|-------------|
| 1 | University Degree in a relevant field preferred. | |

Core Competency Checklist:

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| Organization & Prioritizing Skills | H | Responsibility & Accountability | H |
| Flexibility & Adaptability | H | Problem Solving | H |
| Honesty & Integrity | H | Verbal & Written Skills | H |
| Dependability | H | Team Player | H |
| Teaching & Mentoring | M | Assertive & Result Oriented | M |
| Computer Skills | M | Leadership Skills | M |