



WHOLE WAY HOUSE
RECONNECT. REBUILD. RECENTER

Program & Tenant Support Coordinator - Team Lead

Job Description

Sept 2022

Department: Programs/Tenant Support, Leadership
Location: Various Locations - Vancouver, Burnaby, Surrey, BC
Reports to: Programs Manager, Operations Manager

Job Summary:

The Program & Tenant Support Coordinator - Team Lead will work creatively with new and existing residents to engage them in Whole Way House's community building programs with the goal of building a healthy and supportive community and a safe and stable housing environment. This position involves coordinating and facilitating support programs for vulnerable seniors and veterans who are at risk of homelessness. A portion of the Program & Tenant Support Coordinator - Team Lead's task is to manage and work within budget to run and develop programs that work to create a safe and welcoming environment for the residents to ReConnect, ReBuild and ReCenter in. This will include establishing supportive relationships with the residents and other staff, engaging residents to participate, providing mentorship, support and access to community resources. This will also involve coordinating and training volunteers and providing opportunities for feedback and growth. The Program & Tenant Support Coordinator - Team Lead will also work with colleagues as well as community resources, case managers, nurses, etc to collaborate information, develop support plans and a continuum of care outline, as well as outreach and collaboration with other community organisations and events. The Program & Tenant Support Coordinator - Team Lead will spend their time preparing for and facilitating programs, recruiting and coordinating volunteers, handling resident support needs, and tracking data on both programs and tenant support related information. The Program & Tenant Support Coordinator - Team Leader role also involves increased responsibility in the areas of team leadership, money management, site open and close, monitoring team checklists, team accountability in maintaining program and service provision standards, weekly inventories, and professional representation of WWH to volunteers, donors and supporters.

Main Duties and Responsibilities:

- Set an example of punctuality for all staff (minimum: be at your desk, working, at start time)
- Ensuring staff coverage - If a staff member is unable to show up for their shift, inform your manager
- Ensure each Level 1 site always has a Team Leader present - If this is not possible, inform your manager
- Responsible for site Open and Close (done by checklist review) ensuring all tasks are completed, holding other staff to account for their tasks and maintenance of program and service provision standards
- Representing WWH with a professional and welcoming attitude to volunteers, donors, residents, staff, and others
- Ensure the office and programs are supplied and functional by monitoring inventories
- Access to safe, approved to make credit card purchases
- Developing respectful and trusting relationships with clients to provide support to residents through one-on-one meetings as well as Friendly Visits
- Provide a variety of supports including: assisting with housing needs, assisting with housing stability, assistance with room cleanliness, laundry, personal hygiene, accessing financial aid, work with families, skills teaching, crisis intervention/prevention, advocacy, referrals to other services, engagement in programs etc.
- Liaise with other mental health and health care providers, physicians, community workers, landlords and family members on behalf of clients
- Set up and facilitation of programs (daily, weekly, monthly, special) including managing inventory and coordinating supply orders
- General office and van cleaning



- Hosting and coordinating volunteers and partner organisations for programs (and/or working with a volunteer coordinator)
- Assessment of clients and their service needs, developing and implementing service plans, strategies and goals in partnership with clients
- Work collaboratively in a team and with partner agencies, including working with site landlords to onboard and support new residents
- Providing a safe space for guidance and support for the residents, including engaging them in participating in programs and accessing resources available to them
- Keeping up to date and accurate records regarding resident and program data, progress, success, feedback and potential development
- Assisting the Manager with organising and coordinating, workshops, fundraisers and special events

Requirements, knowledge and experience:

- Minimum 1 year professional management experience preferred
- University degree and/or Community College Diploma in social services or related field preferred
- Experience in community mental health, forensic mental health or crisis intervention
- Working knowledge of psycho-social rehabilitation and recovery principles
- Experience in direct services delivery to adults in poverty with mental illness, addictions and concurrent disorders
- Related experience working with community support programs and one on one counsel
- Must have a thorough and demonstrable grasp of WWH policies, procedures, vision, mission and values
- Demonstration of critical thinking skills in situations that current WWH policy may not cover
- Able to calmly and effectively assess and respond appropriately in an emergency
- Able to efficiently identify and solve problems, subsequent solutions and follow through on initiatives
- Excellent interpersonal skills with the ability to take charge and charismatically and effectively lead a team
- Good written, reading and verbal communication skills
- Knowledge of landlord and tenant act, health care and community resources
- Agreement or Support of Whole Way House's Mission Statement and Statement of Faith
- Able to maintain confidentiality, ethically, regarding sensitive matters regarding the organisation and its clientele
- Ability to work independently; self-motivated and disciplined. Ability to work with a team, cooperative and contribution-oriented
- Willing to complete relevant courses and workshops as assigned by your supervisor
- Valid Class 5 driver's licence preferred
- Proficient use of Microsoft Office, Canva and Google Drive

Behavioural Competencies:

- **Adaptability / Flexibility** - Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations
- **Collaboration and Network Building** - Identify and create external and interdepartmental interdisciplinary networks to support service delivery and achieve organisational objectives
- **Self-Care** - Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual and emotional health
- **Self-Management** - Manage emotions and strong feelings while maintaining calm and tactful demeanour under a broad range of challenging circumstances
- **Teamwork and Cooperation** - Work collaboratively and productively across the organisation to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus building



- **Charisma & Compassion** - Be a passionate, captivating and supportive leader, solutions oriented problem solver, willing to take on additional responsibilities with the ability to work independently and with hustle
- **Leadership and Instruction** - Take responsibility for team performance in regards to site cleanliness and basic functionality, and reporting to the Programs and Operations managers

Working Conditions:

- **Work Location** - Work is generally performed indoors, with up to 30% of the time spent outdoors in all types of weather.
- **Physical Requirements** - Duties require extended periods of standing and/or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Employees are required to look at a computer screen for up to 70% of the time. Must be able to climb multiple flights of stairs and lift 50 lbs occasionally. The employee is required to see, talk and hear.
- **Work Conditions** - This position may be required, at times, to work in an environment often dealing with clients in crisis brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work** - This position typically works 3-5 day per week onsite for 6+ hours per shift. Some work on scheduled days off may be required. Moderate overtime may be required. Work on weekends and statutory holidays may be required.
- **Hazards** - Job requires some interaction with the public, some of whom may be upset, abusive, and/or violent. Job may require working with people in unhealthy conditions and may include exposure to bodily fluids, cigarette smoke, lice and bedbugs. Employees may be required to hear about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- **Other** - Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

Compensation & hours of work:

- Salary Range: \$25 / hour
- Hours of Work: 15-37.5hrs / week (Part-time or Full-time options available)
- Benefits: Full-time staff are eligible for Extended Health Benefits after a 3 waiting period
- Location - Any of:
 - 310 Alexander St. Vancouver, BC
 - 361 Heatley Ave. Vancouver, BC
 - 601 East Hastings St., Vancouver, BC
 - 176 Alexander St. Vancouver, BC
 - 1515 Granville St. Vancouver, BC
 - 330 East 6th Ave. Vancouver, BC
 - 245 Powell St. Vancouver, BC
 - 5895 Kincaid St. Burnaby, BC
 - 9858 151 St. Surrey, BC

To Apply: Please email your cover letter and resume to inquiries@wholewayhouse.ca