

October 2025

Department(s): Housing, Programs/Tenant Support
Location: Vancouver, BC
Reports to: Site Manager, Director of Programs, Director of Operations

Job Summary:

With the goal of building a healthy and supportive community and a safe and stable housing environment, the Team Lead & Housing Coordinator will work creatively with new and existing residents to engage them in Whole Way House's community building programs to support residents and staff to achieve the Mission, Vision and Values of Whole Way House Society.

The Team Lead & Housing Coordinator will directly support residents and build healthy, supportive relationships through Whole Way House's Community Building Programs and Tenant Support services. This position involves coordinating and facilitating support programs for vulnerable seniors and veterans who are at risk of homelessness. This will involve working within the set 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, engaging residents to participate, as well as providing 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 will spend their time preparing for and facilitating programs, handling resident support needs, and tracking data on both programs and tenant support related information.

The Team Lead & Housing Coordinator will also work with colleagues, site landlords, BC Housing representatives as well as community resources, case managers, nurses, and other resources to conduct interviews, offer housing, develop support plans, goal and continuum of care outlines, respond to and manage housing issues, housing navigation support, as well as outreach and collaboration with other community organizations, housing providers and events.

The Team Lead & Housing Coordinator will also support, advise and lead onsite Program & Tenant Support Workers and Coordinators to ensure site goals are met and daily tasks and appointments are completed. The Team Lead & Housing Coordinator will have responsibility in the areas of team leadership, money management, site open and close, monitoring team checklists, weekly inventories, and professional representation of WWH to volunteers, donors and supporters.

Main Duties and Responsibilities:

- Responsible for site open and close ensuring all tasks are completed, holding other staff accountable to their tasks and punctuality.
- 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 and managing supply orders.
- Access to safe, approved to make credit card purchases
- Development of programmatic calendars, management of site purchase logs and monthly reconciliation and day to day activities
- Implementing and organizing programs and services based on resident needs, in accordance with the mission and goals of the organization under the leadership of the Site Manager and Director of Programs
- Liaise with building managers and build healthy working relationships

Team Lead & Housing Coordinator

Job Description

- Help promote an organizational culture that encourages excellence, accountability, whole health, high morale and aligns with our values
- Providing a variety of resident supports including: skills teaching, crisis intervention/prevention, advocacy, referrals to other services, engagement in programs, assisting with housing needs and navigation, assisting with housing stability and issues including assistance with room cleanliness, laundry, personal hygiene, accessing financial aid, behavioural issues, and more
- Liaise with other mental health and health care providers, BC Housing, colleagues, physicians, community workers, landlords, external resources and family members on behalf of clients
- Handle the resident intake process including managing building waitlists, coordinating with BC Housing, conducting interviews with building landlord, submitting housing offers and completing WWH intake paperwork.
- Conducting Success Check room inspections with new tenants including creating skills development plans as needed to ensure successful housing.
- Assessment of clients and their service needs
- Developing respectful and trusting relationships with clients in order to create service plans and goals in partnership with clients
- Linking clients to social supports, long-term supports, primary health care, addiction services
- 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

Requirements, knowledge and experience:

- Minimum 2 years housing coordination and management experience including RTA familiarity
- Minimum 2 years professional leadership/management experience
- University degree and/or Community College Diploma in social services or related field
- Knowledge of landlord and tenant act, health care and community resources
- Demonstration of critical thinking skills in situations that current WWH policy may not cover
- Able to respond appropriately in an emergency, understands WWH emergency policy
- Excellent interpersonal skills able to take charge and lead a team in a supportive, professional, and tactful manner
- Experience in community mental health, forensic mental health and crisis intervention, experience working with homeless individuals preferred
- Working knowledge of psycho-social rehabilitation and recovery principles and experience in direct services delivery to adults in poverty with mental illness and concurrent disorders and addictions
- Able to effectively identify and solve problems and follow through on initiatives.
- Good written, reading and verbal communication skills.
- Agreement with Whole Way House's Mission Statement.
- Able to maintain confidentiality, ethically, regarding sensitive matters regarding the organization and its clientele.
- Related experience working with community support programs and one on one counsel.
- Valid Class 5 driver's license preferred
- Proficient use of Microsoft Office and Google Drive.
- Ability to work independently; self-motivated and disciplined. Ability to work with a team, cooperative, contribution-oriented.
- Willing to complete relevant courses and workshops as assigned by the President or Director of Operations.

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 organizational objectives.

Team Lead & Housing Coordinator

Job Description

- **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 organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus building.
- **Leadership and Instruction** - Take responsibility for team performance in regards to site cleanliness, program results and basic functionality, and reporting to the Site Manager and Programs and Operations Directors

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 occasionally lift up to 50 lbs and climb up to 9 flights of stairs. 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 5 days per week onsite for 8 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 requires working with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee 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:

- Compensation Type: Hourly
- Salary: \$27/ hour
- Hours of Work: 30-37.5 hrs/ week (weekend days may be required)
- Vacation: 4% vacation pay will be paid on every paycheck, as it accrues
- Paid Leave: 5 days Sick leave, 4 days Mental Health leave
- Extended Health Benefits: Eligible (staff 100% covered, spouse/dependent can be added for a fee)
- Location - Any of:
 - 310 Alexander St. Vancouver, BC
 - 20230 56th Ave. Langley, BC

More information at www.wholewayhouse.ca

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