



WHOLE WAY HOUSE
RECONNECT. REBUILD. RECENTER

Site Manager

Job Description

Role Summary:

Whole Way House Society is looking for an experienced, mission-driven Site Manager to help build healthy, supportive communities across our housing sites in Vancouver and Burnaby. This is a senior leadership role at the heart of our day-to-day work — you'll be the connective tissue between our frontline staff, residents, and leadership team.

You'll oversee multiple sites, mentor, support and develop staff, manage budgets and programs, and provide direct support to residents navigating complex challenges including mental health, addiction, poverty, and housing instability through Whole Way House's Community Building Programs and Tenant Support services.

The Assistant Site Manager will ensure site and staff goals are met and report on these goals to the Leadership team. If you thrive in an environment where no two days are the same and where your work directly changes lives, this role may be for you.

Reports to: Director of Programs, Director of Operations, President

Main Duties and Responsibilities:

Staff Leadership & Development

- Manage, support and inspire frontline teams with a diverse array of talents, needs and responsibilities across multiple sites, fostering a culture of accountability, whole health, and excellence
- Conduct quarterly one-on-one development sessions and co-facilitate Annual Reviews with the leadership team
- Provide second-stage staff training including shadow shifts and site-specific onboarding
- Ensure shift coverage and hold staff accountable to punctuality and task completion
- Support and advise Team Leads, Tenant Support Workers, and Program Coordinators on day-to-day issues
- Ensure site and team goals are met in areas including program elements and outcomes, resident engagement, safety, quality and team member performance

Site Operations & Administration

- Oversee site calendars, budgets, purchase logs, and monthly reconciliation across assigned sites
- Monitor and manage supply inventories; authorized to access petty cash and make approved credit card purchases
- Ensure sites are safe, supplied, functional, and compliant with organizational policies
- Oversee replication projects, office setup, and supply management within set operating budgets
- Manage site open and close procedures, ensuring all tasks are completed
- Liaise with building managers and maintain healthy working relationships

Resident Support & Programs

- Build trusting, respectful relationships with residents through direct engagement and Whole Way House's Community Building Programs and Tenant Support Services
- Provide a range of supports including skills teaching, crisis intervention and prevention, advocacy, referrals, housing navigation and stabilization including assistance with housing cleanliness, personal hygiene, accessing financial aid, and support with personal affairs
- Assess client needs and develop service plans and goals collaboratively with residents
- Link residents to health care, mental health, addiction services, and community resources

- Develop and implement programs and services based on resident needs, in accordance with the mission and goals of the organization under the leadership of the Director of Programs
- Set up and facilitate daily, weekly, monthly, and special programs; coordinate volunteers and partner organizations
- Maintain accurate records of resident and program data, progress, and feedback

External Collaboration & Reporting

- Liaise with BC Housing, mental health and healthcare providers, landlords, and community partners on behalf of residents
- Review and approve Program Proposals in alignment with organizational goals under the Director of Programs
- Report on program goals and outcomes, resident engagement, safety, quality, and team performance to the leadership team
- Support leadership with workshops, fundraisers, and special events
- Represent Whole Way House professionally and warmly with all volunteers, donors, residents, staff, and partners

Requirements, knowledge and experience:

- Minimum 3 years of professional management and staff development experience in the social services or housing sector
- University degree or Community College Diploma in Social Sciences, Social Services, or a related field
- Experience working with seniors, individuals experiencing homelessness, mental illness, addiction, and/or poverty
- Knowledge of psycho-social rehabilitation and recovery principles
- Solid understanding of the BC Residential Tenancy Act and relevant community health resources
- Excellent interpersonal, written, and verbal communication skills
- 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
- Able to take charge and lead a team in a supportive, professional, and tactful manner
- crisis intervention
- Able to effectively identify and solve problems and follow through on initiatives
- Able to maintain confidentiality, ethically, regarding sensitive matters regarding the organization and its clientele
- Able to work independently; self-motivated and disciplined. Ability to work with a team, cooperative, contribution-oriented
- Willing to complete relevant courses and workshops (provided by WWH or our partners) as assigned by the President or Director of Operations
- Alignment with Whole Way House's policies, procedures, Statement on Faith and Vision, Mission, and Values
- Valid Class 5 driver's licence; proficient in Microsoft Office and Google Drive
- Criminal record check and current Driver's Abstract required prior to start

Behavioural Competencies:

- **Adaptability / Flexibility** - Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **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 within the site team 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 Programs and Operations Directors.

- **Collaboration and Network Building** - Identify and create external and interdepartmental interdisciplinary networks to support service delivery and achieve organizational objectives.

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 lift up to 50 lbs occasionally and climb up to 12 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 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 occasionally 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. Employees may be required to hear about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- **Support** - We take staff wellbeing seriously. To support you in this work, we offer: 4 days of Mental Health Leave and 2 days of Medical Leave annually as well as access to our Employee Assistance Program and structured team debriefs after critical incidents.
- **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: Salary
- Salary: \$65,124.80 - \$67,080.00 / year
- Hours of Work: 40 hrs/ week
- Annual Paid Leave: 3 weeks Vacation, 4 days Mental Health leave, 2 days Medical Leave
- Extended Health Benefits: Eligible (staff 100% covered, spouse/dependent can be added for a fee)
- Location - Any of:
 - 176 Alexander St. Vancouver, BC
 - 1515 Granville St. Vancouver, BC
 - 5895 Kincaid St. Burnaby, BC
 - 245 Powell St. Vancouver, BC

How to apply:

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

Whole Way House Society is committed to creating an inclusive and supportive workplace. We thank all applicants for their interest; only those selected for an interview will be contacted. Shortlisted candidates will be invited to a virtual screening, followed by a panel interview with the leadership team.

More information at www.wholewayhouse.ca