



**Canadian Mental Health Association**  
 Vancouver-Fraser  
*Mental health for all*

**Association canadienne pour la santé mentale**  
 Vancouver-Fraser  
*La santé mentale pour tous*

**CMHA VANCOUVER-FRASER**

**Position Posting**

**Job Title:** Program Manager, Housing

**Union:** Excluded

**Classification:** Compensation Reference Plan Range 9 (\$81,824 to \$117,622 annually)

**Reports To:** Acting Director, Recovery and Innovation

**FTE:** Permanent, Full Time

**Location of Work:** New Westminster Office

**Start Date:** ASAP

**Apply To:** Ric DeVilla, Acting Director, Recovery and Innovation  
 Ric.devilla@cmhavf.ca

**MISSION STATEMENT**

We are transforming mental health and wellness practice for individuals, communities, and organizations through programs and services that are rooted in innovation, inclusion and collaboration. Our core priority is: people first. We are here to help people. Our programs and services are intended to improve people’s lives. It is people – our team members, partners, volunteers and donors – who make that support possible. The guiding principles of our teamwork are: Intersectionality | Access | Leadership | Connections.

**POSITION SUMMARY**

The Program Manager, Housing oversees both the resident/tenant programming and the capital assets in the Branch’s housing programs. The current housing programs are: Supported Independent Living (SIL), Community Living Support (CLS), Youth-Supported Independent Living (Y-SIL), transitional housing (Agape, Bluebird, Riverside, and Barnabas Houses) and Homeless Outreach Program.

The Program Manager is responsible for recruitment, hiring, orientation, training, retention, wellness, evaluation, supervision, discipline (up to and including dismissal) and overall support to employees in the Housing Programs. The Program Manager must develop, implement and ensure continuous quality improvement in the recovery-oriented Psychosocial Rehabilitation (PSR) programming delivered in the Branch’s housing programs while ensuring conformity with accreditation standards and the requirements of the funders.

**Vancouver Office** 110 - 2425 Quebec Street, Vancouver, BC V5T 4L6  
**New West Office** 233 – 610 Sixth Street, New Westminster, BC V3L 3C2  
**Delta Office** 4871 Delta Street, Delta, BC V4K 2T9  
**Website** vf.cmha.bc.ca

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The position also entails accessing long-term housing opportunities for clients. In relation to the capital assets, the Program Manager is responsible for ensuring the capital assets of the housing programs are well maintained. The Program Manager will, working within the approved budget or seeking additional funding where required, arrange for and oversee all repairs, preventative maintenance and renovations including overseeing contractors required to complete the work. The Program Manager will maintain up-to-date capital replacement/repair plans for each building and make recommendations to the Acting Director, Recovery and Innovation in relation to both operating and capital budgets for the housing buildings and programs.

The Program Manager is expected to keep informed of current developments in the PSR evidence-based practice literature and the non-profit housing sector. The Program Manager must ensure that the support services offered in the Branch's housing adhere, wherever possible, to evidence-based best-practices. Duties include liaising with the general public, community partners and funders.

## **DUTIES AND RESPONSIBILITIES**

### ***Recovery-Oriented Psychosocial Rehabilitation Programming***

- Engenders positive energy, creativity and teamwork among employees and contributes to a psychologically healthy and safe workplace;
- Champions implementation of the Recovery Centered Clinical System in the housing programs;
- Develops, implements, and evaluates program strategies, goals, objectives, operational procedures, policies and curricula that are included as deliverables in programs contracts and that meet or exceed accreditation standards;
- Ensures outcome and output data for all housing programs is collected and reported on according to established internal and funder timelines;
- Develops and implements operational and program policies, procedures in alignment with agency policies and CARF standards;
- Recruits, hires, orientates, trains, promotes wellness, evaluates performance, conducts performance planning, supervises, schedules (including approving overtime if required and within budget), delivers progressive discipline (up to and including dismissal) and provides overall support to employees in the housing programs;
- Acts as a liaison between CMHA-VF and the programs' community partners, ensuring that there is agreement and understanding of the service's policies and goals, as well as provides support to staff in resolving local issues that may arise with community partners;
- Ensures that program promotional materials are produced and distributed;
- Represents the program and CMHA-VF at community groups and committees, providing education and consultation regarding the Recovery Centered Clinical System, recovery-oriented PSR, and the IPS model;
- Provides ongoing support and training at the job site, by telephone, through one-to-one coaching and by facilitating group meetings;
- Ensures close and ongoing communication with the staff regarding individual service plan development;
- Ensure professional development of staff to grow, develop, and work towards the Branch's philosophy of recovery as well as its vision, mission, goals, objectives, and policies;
- Ensures the coordination of participant's departure from the programs, including file closures and referrals to further community, educational and training resources as needed;
- Maintains up to date information on recovery and PSR;

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- Ensures that regular program evaluations are compiled and distributed;
- Ensures reporting to funders is accurate, completed and delivered in a timely manner;
- Ensures that team colleagues have regular meetings and share caseload information; and
- Supervises, trains and evaluates performance of practicum students, program volunteers and other temporary staff.

### ***Property Management***

- Networks with community-based organizations to ensure strong and strategic partnerships in the community whose services we can leverage including more housing opportunities;
- Supports the development and implementation of strategies to expand housing opportunities for clients;
- Negotiates and mediates with landlords, and others on behalf of clients;
- Maintains responsibility for resident/tenant relations including executing and maintaining program/tenancy agreements, rent collections, resident/tenant complaints, as well as coordinating move ins/move outs with individuals, staff and health authorities;
- Submits required paperwork in a timely fashion to maintain rent roles with funders as required;
- Maintains internal rent roles;
- Liaises with accounting to ensure timely and accurate payment of rent subsidies;
- Arranges for all repairs, preventative maintenance and renovations of housing buildings;
- Keeps up to date with the Asbestos Abatement Policy and ensures contractors comply with the policy;
- Supports staff to maintain positive relationships with private landlords who have rented units to SIL, Y-SIL and Homeless Outreach Program clients;
- Develops and maintains a capital replacement plan including making recommendations to the CEO related to short and long-term capital cost requirements;
- Develops and works within approved budgets;
- Ensures internal and funder reporting requirements are met in a timely manner; and
- Shares on-call duties (evenings and weekends) to ensure appropriate support for staff.

### ***Strategic Leadership***

- Monitors existing transitional and supported housing initiatives, identifies program needs and opportunities through community consultation (including with internal program steering and advisory groups) and by undertaking needs assessment activities and reports findings to the Acting Director, Recovery and Innovation;
- Develops and recommends the strategic goals of the housing programs, analyzing and balancing community needs, funding opportunities, overall CMHA strategic goals, and other relevant factors;
- Represents the housing programs within CMHA-VF, to funding bodies and organizational stakeholders, and generally to the wider community; and
- Develops and maintains relationships with leaders in the affordable and supported housing field in the Branch's region.

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## **Budgeting**

- Working in close partnership with Finance + Operations and the Acting Director, Recovery and Innovation, develops annual capital and operational budgets as well as long-term capital budgets;
- Reviews monthly financial reports and financial forecasts to ensure spending is within budget, make adjustments to bring it back in line with budget and flag significant discrepancies for the Acting Director, Recovery and Innovation;
- Maintains excellent knowledge of contract and funder requirements; and
- Meets regularly with funders to maintain positive working relationships.

## **GENERAL**

- In collaboration with the BounceBack program Team Lead, maintains office services by organizing office operations and procedures;
- Maintains office efficiency by planning and implementing systems and layouts;
- Designs and implements office policies by establishing standards and procedures in alignment with agency-wide and CARF policies;
- Attends staff meetings, committee meetings and others as required;
- Attends All-Supervisor Team meetings;
- Submits regular activity reports, timesheets, expense forms, etc. as required;
- Reinforces and models work-related behavior and interpersonal skills;
- Represents the agency in a professional manner.
- Provides cover for other program staff as appropriate and required;
- Completes First-Aid, Non-Violent Crisis Intervention Training, FOODSAFE, and Suicide Awareness Training and/or any other training as deemed appropriate by the employer; and
- Other related duties as appropriate and required.

## **POSITION REQUIREMENTS**

- A bachelor's degree in health, social services or property management fields;
- Prior experience working with CARF Accreditation standards would be an asset;
- Current designation as a registered rehabilitation professional with a recognized association is an asset;
- Additional education or training in leadership;
- Minimum 5 years' supervisory and program coordination experience, including at least 3 years in supported housing, Housing First, or recovery-oriented Psychosocial Rehabilitation programming for individuals with a serious mental illness;
- Demonstrated budget setting, monitoring, and problem solving abilities;
- Demonstrated program evaluation, continuous quality improvement and research skills;
- Working knowledge of recovery-oriented Psychosocial Rehabilitation (PSR) principles and best practices;
- Working knowledge of cognitive behavioral therapy principles and ability to translate them into non-clinical settings;
- Ability to work effectively as part of a team as well as independently;

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- Excellent communication skills, both written and verbal;
- Demonstrated skill in word processing and spreadsheet computer applications; and
- Fluency in a second language is an asset.

### ***Conditions of Employment***

- Possesses a valid BC driver's license and has use of a personal vehicle during working hours.

### **WORKING AT CMHA-VF**

CMHA-VF is committed to employment equity and prioritizes the hiring of individuals from underrepresented groups including trans and gender diverse persons, Indigenous/Two-Spirit people, people of color and people with disabilities.

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