

## **JOB POSTING –PROGRAM MANAGER**

Organization: Hiyám ta Skwxwú7mesh Housing Society  
Position Status: Full-time (40 hours per week)  
Primary Location: Estítkw Place - North Vancouver -

### Background

Hiyám Housing Society is an incorporated non-profit Society formed by the Squamish Nation Council as part of its strategic priority to house every Squamish member within a generation.

Estítkw Place is a 55-unit development that delivers supportive housing for vulnerable Squamish Nation members. These homes will be exclusively for Squamish Nation Members, people experiencing homelessness or are at risk of homelessness, with priority given to People with disabilities, LGBTQ2+ (Two-spirited), and people dealing with mental health and addiction issues.

### General Purpose

The Estítkw Place Program Manager oversees daily operations with a focus on confidentiality, compliance, and cultural relevance. They provide planning, coordination, administration, and budgetary services to ensure smooth running and client-centered care.

As a Program Manager, you will be required to build strong connections with the team, and partner with organizations such as Squamish Nation Department are essential. Collaborating with them creates positive relationships, encourages referrals, and assists tenants.

### Responsibilities and Duties:

- Participates in supporting residents to meet their goals and objectives.
- Ensures staff are doing their job well and following policies, values, and industry standards by setting clear expectations. Evaluates staff performance, identifies personal and professional development needs, and manages disciplinary processes.
- Assist in resolving conflicts between staff members and residents by serving as a mediator when required. Actively participate in all staff development and training sessions.
- Maintains current and complete tenant files and assists Property Manager with tenant-related matters when required.
- Ensures the safety & cleanliness of the building, office, and inventory maintained in high standards.
- Ensures all paperwork and reporting requirements are fully completed, copied to appropriate individuals/agencies and filed.
- On call for and responds to emergencies and ensures accurate and complete critical incident reports are filed in a timely manner.
- Liaises with the Squamish Nation departments, promotes/encourages community involvement in the program.

#### Qualifications and Skills:

- Strong Operational/administrative management skills
- Clear understanding of annual budgets, financial tracking, and the ability to provide accurate reports.
- Ability to build and maintain professional, confidential relations with multi-barrier people.
- Excellent oral and written communication skills.
- Excellent computer skills with experience in Excel and Microsoft.
- Ability to work weekends or after-hours work when necessary.
- Ability to fulfill on-call requirements.
- Valid Class 5 driver's license and access to a reliable vehicle.

#### Education and Experience

- Diploma in community social services, health care delivery, community mental health, or other relevant fields.
- Or an equivalent combination of education, training, and experience in supporting diverse populations facing multiple barriers.
- Experience in supervisory roles for at least two years and/or a track record of moving to higher positions.
- Prior experience with Indigenous people, specifically Squamish Nation considered an asset.
- A minimum of three years experience doing one-to-one support work as a front-line worker is preferred.
- Demonstrated working knowledge of the related community and provincial programs, and support is required.
- Current First Aid/CPR, Naloxone, Mental Health First Aid, ASIST, Food Safe, Naloxone Trainer training, and Non-Violent Crisis Intervention certification are required or willing to obtain within 2 months of being awarded the position.
- Experience in affordable housing and/or building management experience is considered an asset.
- Clear Vulnerable Sector Record Check

#### Salary and Benefits

A generous compensation package that includes extended health and dental benefits and a superb pension plan

- Access to professional development funds and opportunities for career development
- Salary \$60,000 to \$69,000 a year.

Combine your cover letter and resume into a single document and submit it as your resume to [info@hiyamhousing.com](mailto:info@hiyamhousing.com).

**CLOSES: Friday, August 11, 2023, at 4:30 p.m.**