

Job Description

Title:	Housing Supervisor	Date: Previous:	March 7, 2024 None
Department:	Infrastructure & Development - Housing	Reports to:	Infrastructure and Development Manager
Status:	Full – Time, 32 hours per week, Monday to Thursday & Call-Outs	Direct Reports:	None

Purpose

The Housing Supervisor is responsible for supervising the Klahoose First Nation Housing Department, which includes rental housing & maintenance, policy development, grant applications, and provides housing assistance to members who reside on Klahoose First Nation.

Responsibilities

Inspections and Maintenance

- With the Infrastructure & Development Manager, inspect rental homes at least twice per year to determine priority for maintenance and repairs, submit report for review, and assist with planning necessary work to be completed, communicate with members, and prepare completion reports.
- Meet with tenants on an as-needed basis to discuss any home/rent related issues, document communication, and submit report to Infrastructure & Development Manager for review, create action plan, and document follow up procedures.
- Identify emergent and as-needed maintenance and renovation work on all homes, submit reports for review, assist with planning necessary work to be completed, communicate with members, and prepare completion reports for any work undertaken.
- Coordinate work orders with the Maintenance staff for minor Housing related repairs/upkeep, oversee the quality of the work completed by Maintenance staff for these repairs/upkeep, document any deficiencies/difficulties, and keep clear/concise records of work completed.
- Create professional relations with Elders, to collaborate and to ensure their homes are cleaned and in good repair.

Administration

- Supervise all employees that work withing the Housing Department, including the Housing Coordinator and Housing Maintenance Associate.

- Work with the Infrastructure & Development Manager to create/administer tenant agreements and housing related policies.
- Identify funding opportunities for repairs and renovations to homes and apply for identified funding opportunities.
- Work to build the Asset Management Program & Software.
- Prepare housing section of the community newsletter, as required.
- Respond to after-hours calls, texts, and/or emails from members relating to necessary emergent issues relating to housing, communicate with Infrastructure & Development Manager during emergencies, and assist in prioritizing events, and creating plans to address and attend to emergent housing needs.

Tenant Relations

- Meet with tenants to discuss their roles in maintaining their homes in good repair.
- Create and execute educational opportunities to enhance tenant abilities to maintain their home.
- Create cleanliness standards (including debris removal) with tenants, implement planned standards, assess progress, and complete required reporting for review.
- Write Collection Letters for rents in arrears and follow up with members.

Emergency Management

- If requested, take an active part in the Emergency Planning Committee, including all meetings, training, call-outs, etc.

Competencies and Skills

Education and Work Experience:

- Post-secondary education or formal training in administration, home inspections and house maintenance or construction, or property management.
- At least two years previous administration experience, along with effective member service experience.
- At least two years previous work experience with a First Nations community.
- At least two years previous experience in tenancy and housing policy development, standard operating procedure development, and grant applications.

Knowledge, Skills and Abilities:

- General home inspection and/or construction experience to identify maintenance issues.
- Working knowledge of First Nations structure and policy, and of funding opportunities for First Nations housing.

- Clear and concise communication style both verbally and in writing.
- Demonstrated organizational skills to effectively prioritize workload and meet deadlines.
- Effective interpersonal and organizational skills and the ability to maintain effective working relationships.
- Ability to handle confidential information with tact and discretion.
- Demonstrated ability to work effectively, both independently and as part of a team.
- Intermediate skills using a variety of computerized software packages such as Microsoft Office Suite (e.g., Excel, Word, PowerPoint), SharePoint, related databases and the Internet.