

External Posting – Competition #: 202512Resident Relations Worker PT26

Position	Location	Title/Grid Level	Closing Date
Resident Relations Worker	New Roots – Second Stage House	Resident Relations Worker/ Grid 11	December 19, 2025
Hours of Work/Week	Wage Rate/Salary	Shift Schedule	Use of Personal Vehicle
30	\$27.54-31.61	Monday to Friday between 8 am & 6 pm	Yes

“This position is open to all qualified individuals and this position requires Union membership.”

Compensation will be in accordance with Appendix A of the BCGEU Collective Agreement.

Nature of the Position

The Resident Relations Worker is responsible for maintaining effective relationships between clients and Ishtar Women's Resource Society regarding housing needs. This position builds positive relationships between residents and Ishtar Society, ensuring resident and housing stability through trauma-informed engagement, housing navigation, and ongoing support.

Reports to: Housing Manager

Duties and Responsibilities:

- Maintains and updates the program waitlist.
- Minimizes unit vacancies by reviewing applications and recommending potential applicants to their supervisor for review.
- Review program and facility rules with clients and gets them to sign off on program agreements.
- Maintains accurate and up-to date resident records, including proof of income, programs fees and deposits, BC Housing Registry, vehicle registration, and current and past residents' lists, etc.
- Coordinates all aspects of move-in and move-out procedures to ensure units are ready for occupancy, such as unit condition inspections, booking the elevator, door codes are changed, fobs are provided and returned, etc.
- Familiarizes clients with their unit, the building layout, facilities, maintenance procedures and emergency procedures.
- Stays up to date on client case management and needs through regular communication with support workers and works collaboratively with support workers to address client issues and needs as they arise.
- Addresses violations of program agreements in accordance with established guidelines and documents resident interactions, incidents, and updates in compliance with program standards.

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- Provides referrals, advocacy for clients seeking housing stability, financial assistance, or mental health support.
- Provides transportation and/or accompaniment for clients as needed.
- Receives and tracks resident maintenance requests, maintains an up-to date maintenance list, and ensures timely completion of maintenance work.
- Obtains quotes for maintenance work when necessary. Upon receiving approval, arranges and monitors major repair and maintenance work of the facility. Coordinates emergency and monthly property maintenance, as required.
- Conducts and documents monthly unit inspections, ensuring notice of entry and accompaniment procedures are followed.
- Collects and tracks monthly program fees, sends reminders for missing payments, and reconciles records with the finance department.
- Completes monthly and quarterly audits of program fee spreadsheets and resident intake packages to ensure accuracy and completeness.
- Supports with organizing events, workshops, and information sessions that promote engagement, learning, and community building within the program.
- Rotates providing on-call support for residents after work hours.
- Performs other duties as assigned.

Skills and Knowledge:

- Strong understanding of trauma-informed and harm-reduction principles.
- Non-judgmental approach and awareness of gender-based violence.
- Familiar with applicable legislation including the Residential Tenancy Act and BC Housing guidelines and system.
- Familiar with Income Assistance, housing benefits and supplemental programs.
- The ability to quickly develop a knowledge of Ishtar's policies, programs and an understanding of the procedures involved with all aspects of resident relations.
- Understanding of basic maintenance issues.
- Ability to read and comprehend legal documents and operations manuals.
- Training in substance use and mental health.
- Experience organizing events & workshops.
- Proficiency in MS Word, MS Excel, PowerPoint and related software, Windows, and Outlook calendar.

Competencies

- Demonstrated ability to build trust and rapport with residents while maintaining professional boundaries.
- Ability to work efficiently with minimal supervision, be able to effectively deal with stress and make appropriate decisions as required.



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- Ability to network and interact well with other service providers.
- Well-developed communications skills including the ability to use effective listening and verbal communications skills, and the ability to write effective business correspondence.
- Sound analytical and organizational skills with cash handling and record keeping experience.
- Well-developed time management skills including the ability to identify, prioritize, and complete tasks and projects in an effective and timely manner.

Qualifications:

Education

- 2-year diploma in related human/social service field or an equivalent combination of education, training, and experience.
- Minimum 2 years of experience in relevant/related profession.

Training

- Standard First Aid Certificate.
- Criminal Record Check for Vulnerable Populations.
- Valid Class 5 Driver's License and clean driver's abstract.
- Non-Violent Crisis Intervention.

Closing Location:

To apply for this position please send your cover letter and resume in one PDF document to:

humanresources@ishtarsociety.org with the subject line:

Attention: Juan Damasco

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Date Posted:

December 5, 2025

Each applicant is responsible for ensuring that the Society receives his/her application by 4:00 p.m. on the closing date.