



Job Title: Housing Manager, Full Time (37.5hr/week)
Reports to: Program Director
Salary: \$100,000 to \$105,000 per year
Supervises: Unionized staff and supports their supervision of their direct reports
Hours of Work: Weekday business hours and some evenings may be required per operational needs.
Location: Rotates between three housing facilities, and Outreach office

Position Summary

The Housing Manager oversees all aspects of Ishtar's Housing Programs, including Ishtar Transition House, Libra Transition House, and New Roots Second-Stage House. BC Housing funds these housing programs for women and their children affected by domestic violence, including two Outreach Staff. The Housing Manager is a union-exempt position and will oversee a team of approximately 6 to 8-unionized (BCGEU) housing staff and additional outsourced contractors. The manager is responsible for program development as well as the development and implementation of policy and procedures for all housing operations client support. This includes ensuring adherence to best practices, health and safety standards and funder requirements.

Key Duties and Responsibilities:

1. Program Oversight & Compliance

Plans, organizes, and oversees housing programs, ensuring alignment with agency policies, legal requirements, funder contracts, budgets, and trauma-informed practices. Recommends new program areas as needed.

Operations and Housing Management

- Oversee day to day operations of multiple housing sites
- Ensure safe, secure and well –maintained housing environments

- Coordinate with maintenance contractors and service provides
- Monitor occupancy , intakes and transitions to ensure effective use of units.

Client Services Oversight

- Ensure high-quality consistent support for residents , including safety planning and housing stability
- Support staff in complex case management and crisis response
- Promote client centered, strengths based approaches .

2. Leadership & Team Management

Supervises, coaches, and mentors' staff; manages hiring, performance evaluations, terminations and disciplinary actions; including conducting yearly appraisals. Fosters a positive, accountable, and learning-oriented team culture.



3. Strategic Planning & Program Development

Establishes program goals, outcomes, and evaluation metrics; contributes to strategic and operational planning; resolves operational issues and advises executive director on key program issues and ensures continuous improvement.

4. Data Management & Reporting

Designs and maintains client databases and evaluation tools; ensures accurate data collection and reporting for funders and stakeholders; implements new systems and trains, coach and mentor staff on data protocols.

5. Policy, Procedure & Training Development

Develops and updates policies, procedures, and training materials related to client services, housing operations, documentation standards, and data management.

6. Health, Safety & Risk Management

Leads health and safety initiatives, conducts regular audits and risk assessments, and implements best practices in alignment with WorkSafe and organizational standards.

7. Labour Relations & Confidentiality

Handles grievances, participates in arbitrations, supports negotiations, and ensures strict adherence to Ishtar's confidentiality protocols.

8. Financial Oversight & Administrative Support

Maintains budget accountability and performs administrative and other duties as required to support organizational goals.

9. Performs other duties as assigned.



Education and Experience:

- Bachelor's degree in operations management, Business Administration, Social Services, or related field; equivalent experience considered.
- Minimum five (5) years of management experience, preferably in the community social services sector, with a demonstrated and in-depth working knowledge of transition houses, women's shelters, specific community-based programs and services, applicable legislation, and policies; information technology, financial management, and issues surrounding assigned community relations.
- Strong knowledge of data collection and reporting methods, with experience in data management systems and tools.
- Experience in staff supervision and training, particularly promoting accuracy, consistency, and protocol adherence.
- Experience in business continuity planning, risk assessment, and developing continuity strategies

Skills and Abilities:

- Expert in trauma-informed practices and their application to support women affected by violence, including an understanding of the cyclical nature of abuse and its impact on victims and children.
- Detail-oriented with the ability to manage multiple priorities and deadlines effectively.
- Excellent written and verbal communication skills, with the ability to create clear reports and training materials.
- Strong problem-solving abilities, particularly in high-pressure situations, with a track record of developing innovative solutions to complex challenges.
- Demonstrated ability to lead and train staff, fostering a positive and accountable work environment.

Demonstrated ability to cultivate a positive, non-toxic workplace culture grounded in trust, transparency, and mutual respect, ensuring teams work collaboratively and communicate effectively.

- Full familiarity and comfort with technology, databases, and the full Office suite.
- Demonstrated ability to organize, plan, develop, supervise, execute, and complete projects.
- High degree of creativity, flexibility, and initiative.

Knowledge of housing operations, tenancy issues and support services.



- The ability to function independently, and frequently under pressure, while managing multiple concurrent projects, staff, and deadlines, including participating in, resolving, and effectively managing stressful and emergency/crises, is an ongoing expectation.
- Ability to create safe spaces, ensuring the physical and emotional safety of the residents.
- Demonstrated empathy and ability to mediate conflicts effectively while maintaining a respectful, supportive, and safe environment for residents, staff, and other stakeholders.
- Proven ability to respond effectively to crises, de-escalating tense situations while providing immediate support to staff and residents in emotional or physical distress.
- Experience in managing individual case plans for residents, ensuring they receive appropriate services, support, and advocacy.
- Ability to assess women's needs upon entry to the program and throughout their stay, tracking progress and adjusting plans as necessary.

Required

- Access to own vehicle and a valid Driver's Licence.
- Appropriate insurance for the vehicle used for work purposes.
- Criminal Record Check with vulnerable adults and children screening required.
- Standard First Aid Certificate CPR Level C with AED.
- Participation in meetings, conferences, and other events may involve long workdays, and/or evening/weekend work.

Required to be on call rotation providing support in emergency situations .