



**Community Connections**  
Community Connections Society of Southeast BC

**Internal/External Posting  
Housing Connect Coordinator**

*"Linking People, Communities and Services"*

July 5, 2022

**Position Title:** Housing Connect Coordinator

**Hours:** 25 hours per week

**Term:** Temporary project, 18 months, with possible extension

**Starting Date:** ASAP

**Rate of Pay:** \$24.48/hour per BCGEU Collective Agreement, Grid Level 12, Step 1

Community Connections Society of Southeast BC is looking for a Housing Connect Coordinator to act as a resource to help create sustainable tenancies for landlords and tenants.

**The successful candidate:**

- Provide outreach support with shelter residents, hard to house individuals, new renters, and landlords.
- Initiate contact and establish a working interaction with tenants, landlords, volunteers, and other community agencies.
- Establish and maintain positive productive working relationships with community resource personnel.
- Provide strength-based case management to program participants. Case management will involve screening, intake, assessment, individual service plan development, monitoring, linkage to appropriate community resources, follow up, advocacy, appropriate discharge, and tracking client outcomes.
- Maintain precise and accurate documentation of case management services including client files, maintain complete client records, daily activities log, mileage logs and other reports as directed and work within budget constraints.
- Maintains up to date information regarding client housing including occupancy, move outs and vacancies.
- Possess a high level of interpersonal skills to handle sensitive and confidential client information and situations.
- Educate landlords on how to manage tenants well and educate tenants on how to be a good tenant. While supporting healthy relationships within a tenancy.
- Performs other duties as needed or instructed.

**Education and Training:**

- Human Service Worker Diploma or other related field and two years of related experience, including one to two years of previous experience with adult case management and a solid working knowledge of community resources as they related to tenancies. A suitable combination of related education and experience will be considered.



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**Skills and Experience:**

- Be able to deliver negative information in a sensitive and understanding manner as needed to explain services and resolve problems.
- Be able to demonstrate appropriate patience and tact when dealing with confused and/or defensive individuals as needed to provide information or instruction.
- Be able to interact effectively with a variety of individuals and groups from varying educational ethnic and socio-economic backgrounds to include listening, sensitivity to others feelings, needs and point of view, tact, and courtesy in expressing opinions or ideas projecting a positive image of Community Connections Society of Southeast BC and recognizing opportunities to enhance community and tenancy relations.
- Successfully complete any training required.
- Adhere to all appropriate policies established by Community Connections Society.
- Excellent written and oral communication skills and interpersonal and group facilitation skills.
- Ability to intervene effectively to resolve conflict and manage stress and work pressure.
- Ability to set appropriate workplace boundaries.
- Possess well-developed decision-making skills and attention to detail with a high level of accuracy.
- Able to multi-task and remain calm in demanding and unpredictable situations.
- Ability to excel in a diverse, collaborative team environment.
- Possess excellent time management skills and the ability to work with minimum supervision.

**Other Requirements**

- Successful criminal record screening.
- Membership with BCGEU.

Deadline for Applications: July 15<sup>th</sup>, 4:00 pm

Submit to: Community Connections Society

Attention: Tesha Head, Quality Assurance and Office Manager

[officemanager@ccssebcb.com](mailto:officemanager@ccssebcb.com)