



Name:
Position: Property Manager
Department/Group:
Manager's Title: Director of Inclusive Housing
Date: April 1, 2020 Revised: September 22, 2023

Purpose of the role (broad description of why the role exists)

To support The Peninsula Estates Housing Society (PEHS) operations by implementing, monitoring and delivering housing options and systems that are congruent with the vision and ends of the organization and that reflect organizational values.

To provide PEHS and its related Societies with the overall management of assigned residential, industrial or commercial properties to satisfy the requirements of the ownership and tenants, to preserve and increase the value and integrity of the properties and to meet the financial objectives of the ownership and management.

Included:

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Excluded:

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Generic accountabilities—all employees (As an employee, I am accountable for the following)

- Doing my best at all times.
- Supporting the Society's Ends, Philosophy, Values Statement and strategic goals.
- Adhering to Society Policies
- Working cooperatively with others.
- Carrying out assigned work.
- Informing my immediate manager if progress on tasks is exceeding or is less than what is expected.
- Identifying, reporting and supporting recommendations for Performance and Quality Improvement (PQI)
- Asking my manager to clarify expectations when needed.

Manager accountabilities (As a manager, I am also accountable for the following)

- My direct reports' outputs
- The result or impact of my direct reports' behavior.
- Building and sustaining an effective team capable of producing required outputs.
- Providing my team with effective managerial leadership, including
 - holding regular team meetings.
 - setting context for work.
 - planning
 - assigning work effectively.
 - appraising team members' personal effectiveness, carrying out merit reviews, coaching.
 - selecting and inducting team members.
 - when appropriate, deselecting team members from a role.
 - continually improving processes.

SPECIFIC ROLE ACCOUNTABILITIES

These are a breakdown of the purpose of the role into key elements. They should be in enough detail to provide clarity on what the individual will be called to account for on the role. Accountabilities are not time-bound, or as detailed as goals, objectives or task lists.

1. Planning

- Supports the Directors to develop / execute a short-term Housing and Facilities Management Plan to achieve departmental objectives.
- Plans and organizes tenant and facility management services for the society to meet other society department needs.
- Executes the monitoring, revision and evaluations of department plans and assessments according to policy.

2. Service Delivery

- Implements and monitors tenant and facility management systems that meet the department objectives based on the Ends of the Organization, the Ends Recommendations and the short-term plan.
- Oversees the operation and function of the contractors for all facilities.
- Ensures the development, planning, organizing and implementing of tenant and facility management activities meet the needs of the community, leadership, staff, people supported and the department mandate.
- Ensures procedures and practices are maintained, adhered to and continuously improved in order to assess the effectiveness of these services in meeting both departmental objectives and the needs of users
- Provides supervision, coaching and evaluations of department staff/contractors to ensure customer service needs are being met.
- Oversees the day-to-day operations of tenant and facility management by ensuring the necessary resources and equipment are in place to meet the department standards.
- Ensure applicable regulatory standards are met
- Maintain a positive, productive relationship with tenants
- Negotiate lease/contracts with contractors in a timely and reliable manner
- Advertise and market vacant spaces to attract tenants
- Collect receivable accounts and handle operating expenses
- Maintains office efficiency by planning and implementing systems, layouts and equipment procurement (excluding IT related).
- Liaises with contractors for supplies, services and supports.
- Liaise with suppliers for the needs of the department. Evaluate best value and ensure adequate supply.
- Coordinate and maintain an access system for tenants, staff, contractors and service providers.
- Maintaining and updating tenant records as per the tenant management system.
- Ensures monies for rents are collected; invoices are properly coded and to the finance department.
- Document Preparation and Management: Formats and edits letters, memos, reports and presentation from draft stage to final copy. Uses independent judgment to compose general, non-technical business documents. Is privy to, and must protect, confidential materials.
- Time and Calendar Management: Establishes a systematic method for self and others to track time commitments and the completion of tasks.
- Meeting coordination: Coordinates and makes arrangements for on-site and off-site maintenance including logistics (e.g. Communication, location, meals, equipment, materials, RSVPs, and travel)
- Supports the Director with administrative supports.
- Monitors and manages the Facility Requests in the Sharevision system.
- Participates and provides input at Management meetings.
- Performs all other duties as required.

3. Financial and Asset Management:

- Participates in the PEHS budgeting process through review and recommendations.
- Manages the department budget.
- Supervises department expenditures to ensure they remain within the existing budget.
- Monitors trends in the department's budget and implements actions to address negative variances.
- Manages the department's physical assets.
 - *Manages and maintains departmental resources including equipment, inventory, and supplies.*
 - *Use assigned resources effectively to meet departmental needs and requirements.*
 - *Make recommendations to management on resource needs*

4. Staff Leadership

- Defines a positive and supportive working environment for staff, volunteers, students and contractors.
- Supervises the recruiting and selecting of direct report staff.
- Establishes role accountabilities and role descriptions for direct report staff.
- Plans and ensures execution of the orienting, training and developing, and assurance of the performance of direct report staff.
- Identifies and maintains staffing talent for the department that meet current and future needs.
- Coaches, counsels, and disciplines employees; plans, monitors, and appraises job results.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies as required.

6. Risk Management and Compliance

- Guides all necessary actions to ensure compliance with statutory requirements, legislated regulations, policies, professional standards and governance requirements in the department.
- Inform my manager of situations that could potentially create liabilities for the organization.
- Designs, for my manager approval, and implements department policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
- Produces and maintains appropriate records, reports and statistics ensuring accuracy and completion.

7. Building the Relationships Necessary to Further the Society's Vision and Mission

- Sustains and builds external relationships by ensuring professional standards of customer service.
- Ensures a positive reputation of the department at work and in the community.
- Maintains and improves relationships with Society stakeholders and community members.
- Interfaces with internal and external stakeholders to support timely and thorough task completion.
- Assists with any Society events and celebrations as required.

So that...

The Society has tenant and facility management systems that support departments to achieve the following:

People with disabilities live self-directed lives in the community at a justifiable cost:

1. People are valued members of society:

- 1.1. People perform different social roles.
- 1.2. People are respected.
- 1.3. People live in integrated environments.
- 1.4. People participate in the life of the community.
- 1.5. People are leaders.

2. People decide how they live their lives, and make informed choices:

- 2.1 People are connected to personal support networks.
- 2.2 People have intimate relationships.
- 2.3 People choose where and with whom they live.
- 2.4 People choose their work
 - 2.4.1 People have paid employment opportunities
 - 2.4.2 People have volunteer opportunities
 - 2.4.3 People have entrepreneurial opportunities.
- 2.5 People choose and use their environments
 - 2.5.1 People choose services
 - 2.5.2 People have recreational opportunities
 - 2.5.3 People have travel opportunities
- 2.6 People have educational opportunities
- 2.7 People have opportunities to explore spiritual needs

3. The rights of people are protected:

- 3.1 People are safe.
 - 3.2 People have the best possible health.
 - 3.3 People exercise rights.
 - 3.4 People are treated fairly.
 - 3.5 People are free from abuse and neglect.
 - 3.6 People experience continuity and security.
 - 3.7 People decide when to share personal information.
 - 3.8 The community is aware of the universal rights of all people
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In a way that...

- Incorporates best practices
- Follows the principles and practices of Person Centred Thinking
- Adheres to the Accountability Based Management Principles
- Builds trust while demonstrating and reinforcing our Values, Code of Ethics and Code of Conduct
- Embraces open and respectful communication and genuine relationships across internal and external stakeholder groups
- Models behavior that reflects the organizations values and desired culture
- Supports accountability for one's actions
- Brings out the best in people by fostering high performance, innovation, and initiative
- Shows resourcefulness and creativity at solving problems
- Promotes a forward-thinking and fun environment that celebrates diversity, team work and learning
- Takes a positive and productive approach to resolving conflicts
- Supports SHS's long term vision
- Makes best use of our resources, processes, and systems
- Ensures the rights of people as prescribed in the UN Convention on the Rights of Persons with Disabilities, the Canadian Charter of Rights and Freedoms and related legislation
- Complies with Collective Agreement
- Complies with Residential Tenancy Act and other applicable rules and regulations
- Complies with all workplace Health and Safety Regulations including WorkSafe BC

Authorities and Boundaries:

Task-Assigning Role Relationships, or "TARRs" are relationships in which the holder of this role, as a manager, is authorized to assign tasks to direct reports. In turn the holder of this role is also held accountable for the outputs their direct reports. An immediate manager has the following authorities within task-assigning role relationships:

- *Veto* selection to their team based on employee's capability
- *Assign* tasks to direct reports
- *Appraise* and *Review* personal effectiveness of direct reports
- *Initiate* removal of direct report from role or the organization, with due process

Working Conditions:

The Property Manager:

- Works up to 37.5 hours per week with the hours delivered on a flexible basis including Days, Afternoons, and Weekends depending on the needs of the department;
- Is excluded from the bargaining unit;
- Receives benefits and enjoys working conditions as established by Society policy and as from time to time is revised by the Chief Executive Officer;
- Possesses personal transportation enabling unimpeded travel with program participants throughout the Lower Mainland of BC;

- Reports to work in the assigned location, which may be changed from time to time due to operational requirements;
- Functions independently and frequently under pressure while managing multiple concurrent projects and deadlines including effectively managing emergency situations; and
- Possesses the level of physical fitness necessary to effectively carry out the duties of the position including being able to assist participants to transfer. Activities may include squatting, kneeling, bending, heavy lifting, climbing, etc.

Qualifications:

The Property Manager possesses:

- A Property Management or Social Housing Certificate, and/or an appropriate combination of education and experience relevant to the position;
- Three to five years proven working experience as property manager
- Fully understanding property management and its financial aspects
- In depth knowledge of the Residential Tenancy Act and any other applicable rules and regulations
- Familiarity with funding and subsidy options for residential tenants
- Knowledge of building systems or ability to understand and manage building systems and grounds maintenance
- Ability to create and maintain a strong profile in the local community, provincially and within the sector;
- Competency in MS Office and relevant databases and software
- Well organised with excellent time management skills
- Strong negotiation and dispute resolution skills
- The ability to manage operating budgets and performing income testing
- Preferred knowledge of the community living sector and experience in social housing;
- Excellent oral, written and interpersonal communication skills;
- Demonstrated teamwork, leadership and supervisory skills;
- Well-developed planning, organizing, coordinating and administrative skills; and
- Daily access to and use of a personal vehicle suitable for transporting the person and program participants within the Lower Mainland of BC;
- A clean and current Criminal Record Check and up to date First Aid and CPR Certification; and
- A strong desire to function as part of the staff team