



HOUSING CARE MANAGER CARE SERVICES

Position Summary

JFS seeks a Housing Care Manager to provide holistic case management to support tenants in securing and successfully maintaining housing with Tikva Housing Society. The Housing Care Manager will work with tenants by providing resources, advocacy, emotional support, and skill building. This is an exciting opportunity for an individual who excels at relationship building, crisis management, and has experience providing direct social service care.

About Us

JFS has been enhancing the quality of life for individuals and families in the Lower Mainland for over 80 years. Our mission is to provide essential supports fostering the social, physical and emotional wellness of individuals and families most in need. Join us to make a meaningful impact by proactively addressing challenges, embracing change, and uplifting lives. JFS is an equal opportunity employer. All applicants will be considered for employment regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, or disability status.

Benefits & Compensation

JFS offers a competitive benefits package including generous paid time off, paid sick days, paid health and dental benefits, and RRSP matching. This is a full-time position, 35 hours per week. Salary is commensurate with experience.

Duties and Responsibilities

Reporting to the Director of Care Services, the Housing Care Manager will be responsible for:

- Assisting Tikva Housing Society tenants and those receiving Tikva rent subsidies
- Assisting and coordinating new tenants with their moves into Tikva housing developments
- Providing direct and ongoing skill training to help tenants understand the roles, rights and responsibilities they have as a new tenant
- Providing case management, advocacy and referrals to appropriate services or resources
- Building partnerships with Tikva Housing Society and other local resources
- Maintaining comprehensive client case notes in agency database
- Preparing quarterly reports on key challenges and services provided
- Participating in both team and individual supervision meetings on a monthly basis
- Perform other duties as required for Tikva residents and rent subsidy recipients

Requirements and Qualifications

- Bachelor of Social Work, Sociology, Psychology or equivalent degree/experience
- Minimum of two years' experience working with affordable and emergency housing resources in the Lower Mainland
- Understanding of poverty and experience working directly with clients on a limited income



- Familiarity with the Residential Tenancy Act and government and community resources
- Experience advocating with landlords, government and community agencies is an asset
- Russian language is an asset
- Client Focused –exceptional commitment to delivering the highest levels of client service
- Communication and Interpersonal Skills – communicates and interacts with a variety of individuals in a professional and sensitive manner, while maintaining confidentiality
- Collaboration and Teamwork – promotes cooperation, collaboration and partnerships between all parties involved
- Judgement – applies independent judgement and identifies and resolves problems in a timely manner. Is able to work independently within the parameters of the role
- Resourcefulness – identifies and obtains the resources required to achieve goals, including the ability to accurately identify resource requirements. Adapts to a fast-paced and challenging environment and has proven experience in responding to crisis situations
- Flexible Hours – May occasionally be asked to work evenings and/or weekends if required

Start Date

August 2021

To Apply

If you are qualified and interested in this opportunity, please forward a cover letter and resume quoting “Housing Care Manager” to Rachel Shanken, Director of Operations at jobs@jfsvancouver.ca by August 9, 2021. Please note that only qualified candidates considered for an interview will be contacted.