



## Housing and Resident Wellness Coordinator Job Description

**Job Title: Housing and Resident Wellness Coordinator**

**Position Type: Community / Administration**

**Hours: Full-time, 35 hours per week**

**Compensation: \$30 - \$36 per hour**

As a Housing Coordinator, you will play an important role overseeing housing-related activities, ensuring efficient coordination and providing essential administrative support within the organization.

### Position Summary

Under the guidance of the Executive Director, this role is dedicated to actively supporting individuals experiencing homelessness or at risk of homelessness through compassionate, culturally informed, and proactive measures. The primary focus is on securing appropriate housing and on empowering clients towards greater independence and well-being. This position involves proactive engagement with landlords, local government services, and other social agencies to ensure comprehensive and effective support for clients.

### Key Responsibilities

#### Client Support and Housing Coordination:

- **Client Engagement and Placement:** Oversee the full spectrum of client services including intake, assessment, placement, and transitions, whether in scattered community housing or Dawn to Dawn managed properties.
- **Individualized Support Plans:** Work closely with clients to develop and implement personalized, culturally sensitive plans that address their unique housing, health, and vocational needs, and facilitate access to necessary programs and services.
- **Ongoing Support and Development:** Provide continuous support through life skills coaching, behavior modeling, and targeted referrals, integrating client feedback to refine and enhance interventions.
- **Community Integration:** Organize and lead recreational and social activities that foster community engagement and overall well-being.

## Advocacy and Guidance:

- **Staff leadership:** Foster a cohesive and communicative environment between staff members and the executive director, ensuring that teamwork and collaboration are prioritized. Support staff by providing guidance and assistance in defining and clarifying their weekly tasks and obligations, helping them maintain focus and productivity while achieving their individual and collective goals.
- **Tenant Advocacy:** Advocate on behalf of clients to help them understand and exercise their rights and responsibilities as tenants, ensuring they are well-informed and empowered.
- **Service Assistance:** Assist clients with managing appointments, accessing programs, and navigating services, ensuring they receive the support they need.
- **Proactive Interventions:** Conduct home visits and intervene as necessary to address any emerging issues or needs.
- **Relationship Building:** Support clients in cultivating positive relationships with neighbors and roommates to enhance their community integration.
- **Collaborative Participation:** Actively participate in the Homelessness Response Team and Situation Table meetings to advocate for systemic changes and improve client outcomes.

## Administrative Duties:

- **Financial Management:** Ensure timely processing of rent and utility payments, address any payment issues with residents, and maintain accurate financial records.
- **Confidentiality and Documentation:** Uphold client confidentiality and privacy in accordance with established protocols. Manage comprehensive documentation, including data entry for program evaluation and reporting, ensuring accuracy and adherence to Dawn to Dawn standards.
- **System Management:** Learn and utilize the BC Housing HIFIS program for daily data entry, maintaining precise records for each client.
- **Landlord Relations:** Maintain and enhance relationships with landlords, manage property maintenance issues, and coordinate with utility providers and local government officials as required.
- **Safety Oversight:** Report daily on activities and when in and out of community following Worksafe standards as outlined in Dawn to Dawn policy.

## Community and Cultural Engagement:

- **Inclusive Practices:** Create and maintain a safe, inclusive environment by integrating an understanding of mental health, trauma, colonialism, gender identity, and racism into client support practices.
- **Continuous Improvement:** Engage in ongoing learning and development to enhance skills and knowledge relevant to client support and community engagement.

## Congruence: Decolonization and Reconciliation

- Work in unison towards decolonization, dismantling systemic injustices and promoting equality within Dawn to Dawn's sphere of influence.

- Commit to a personal learning journey remaining open to and participate in learning opportunities provided by Dawn to Dawn and the larger community.

## Qualifications

### Skills and Experience:

- **Communication:** Excellent written and verbal communication skills with the ability to engage empathetically and effectively with diverse populations.
- **Local Knowledge:** Familiarity with local government and social services in the Comox Valley.
- **Understanding of Complex Issues:** Insight into mental health, addiction, trauma, colonialism, gender identity, racism, and their contributions to homelessness.
- **Conflict Resolution:** Proven capacity to handle complex situations and resolve conflicts effectively.
- **Experience:** Background in the non-profit housing sector or related social services is beneficial.
- **Clearances:** Criminal Record Check, Driver's License, and Driving Abstract are required.

### Training and Education:

- **Preferred Training:** Training or education in conflict resolution, non-violent crisis intervention, or related social services fields is preferred.
- **Required Training:** Completion or willingness to complete Naloxone Training, Mental Health First Aid, and First Aid/CPR Training.

### Commitment to Safety and Well-being:

- **Health and Safety Compliance:** Adhere to health and safety policies, including Worksafe BC requirements.
- **Code of Conduct:** Uphold the Society's Code of Conduct to ensure a respectful and safe working environment for all.

This role is pivotal in advancing our mission to support and uplift individuals facing housing challenges while driving systemic change towards a more inclusive and equitable community.

If you are interested in this role, please submit an application to [director@dawntodawn.org](mailto:director@dawntodawn.org). If you have questions or need accommodations to apply, please email or call 250 218-3752.

The form in which the application is submitted is open to creativity; however, getting to know you and your ability to fulfill the role, important. Applications will be accepted until the role is filled. The start date is as soon as possible.

Thank you.

-The Dawn to Dawn Team