



Canadian Mental
Health Association
Kootenays
Mental health for all

Association canadienne
pour la santé mentale
Kootenays
La santé mentale pour tous



Internal and External Job Posting

Job Title: Director of Housing Services

Location: Cranbrook, BC

Classification: Managerial – Bargaining Unit Excluded

Salary: \$80,134.60 annually

Hours: 35 hours per week Monday through Friday. On-call evenings and weekends required

Closing Date: open until filled

Anticipated Start Date: Sep/Oct 2025

JOB SUMMARY: Responsible for managing assigned housing operations and staff teams including managing contracts with program funders; the oversight, implementation, and evaluation of housing assets, related/assigned program services; and participates in the development of, policy / procedure formulation, program evaluation, and budget compliance. Supervises department staff and is effectively involved in the hiring, firing and disciplining processes of housing department personnel.

Qualifications:

- Completion of university degree or college certification in a relevant discipline to Association requirements (skill sets relative to operational / administrative management of the Association's housing stock and related services; planning and organizing; human resources; analytical and communications; and mental health and social services knowledge)
- Three to five years progressively more responsible program management experience with an in-depth working knowledge of social housing-based programs and services, applicable legislation and policies; and issues surrounding assigned community relations.
- Strong project, capital and asset management skills
- Ability to clearly understand financial statements and budgeting skills
- Excellent oral, written, facilitation and interpersonal communications skills.
- Demonstrated teamwork, leadership and supervisory skills.
- Well-developed planning, organizing, controlling and administrative skills.
- Ability to function independently, and frequently under pressure, while managing stressful and emergency / crisis situations, is an on-going expectation. Participation at meetings, conferences and other events may involve long work days, and or evening and weekend work.
- Current BC Driver's License

Key Duties and Responsibilities:

- Plans, organizes, controls and directs the asset maintenance of Association housing and administrative buildings stock, the provision of related services for assigned new and existing housing programs and projects. Ensures effective program services delivery is consistent with the Association's mandate and policy, legal, contractual, budgetary and other requirements. May develop or make recommendations for the development of new program areas.
- Participates as a member of the leadership team in developing long range and strategic plans, assessing and resolving operational issues and policies.
- Develops and establishes standards and accountability control mechanisms for assigned housing facilities and services in accordance with policies and goals established and approved by the Executive Director. Develops and recommends long range plans and objectives for housing services; provides advice and recommendations to the Executive Director on significant or cross-agency housing programs and service issues.



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- Determines program and budgetary resources necessary for housing assets and assigned housing services operational requirements. Develops comprehensive plans and strategies to achieve identified housing services objectives.
- Write grants and proposals related to housing project upgrades and new housing project developments.
- Supervises, develops and motivates assigned staff to: attain program objectives; ensure effective case planning and management; accountability to referring authorities and agencies including labour relations issues related to hiring, performance appraisal, discipline, grievance resolution, arbitrations, discharge. Provides training to staff members and, may provide input into union negotiations.
- Monitors the service delivery of housing workers by assisting and providing various services to tenants and clients for structure, consistency, quality of guidance and supervision; and suitability of activities etc. Discusses problem situations and remedies with specific staff team members and may participate directly in the provision of services to resolve difficult or sensitive issues or problems.
- Participates in various committees, working groups, associations, etc. Maintains effective relationships with government officials, volunteers, community groups, etc; communicates and promotes the Association's services, funding needs, and value to the community. Represents the Association at community and fund-raising events, or other official functions.
- Prepares, reports and conducts special studies and makes presentations. Maintains a current awareness of developments in the housing services field.
- Liaison with BC Housing and community organizations as required for housing purposes
- Performs other related duties as required

Applicants to submit resume to: ed@cmhakootenays.org Subject: Director of Housing Services
CMHA Kootenays thanks all applicants; however, only those selected for interviews will be contacted