



Aboriginal Housing Management Association
Celebrating 25 Years

JOB POSTING – REVITALIZATION COORDINATOR

External Posting / Updated: January 2024

<p style="text-align: center;">Please submit your application to: <u>jobs@ahma-bc.org</u></p> <p style="text-align: center;"><i>This posting will remain open until the position is filled.</i></p> <p>We thank all applicants for submitting their application; however, only those candidates who <u>clearly</u> indicate in their application how they meet the qualifications for this position will be considered. Please note that a criminal record and credit check may be performed as part of the final selection process.</p> <p>About AHMA Located on the Skwxwú7mesh (Squamish) Nation Territory in West Vancouver, BC, the Aboriginal Housing Management Association (AHMA) exists to make a difference in urban, rural and Northern housing. We oversee the administration of operating agreements between housing providers and Indigenous housing organizations, keeping everyone's best interest in mind and developing and maintaining relationships of trust.</p> <p>Every employee on our team is integral to ensuring our success and the success of the Indigenous housing providers we serve.</p> <p>To learn more about AHMA and what we do, please visit our website at: www.ahma-bc.org</p>	Overview:
	<p>Ha7lh skwáyel– <i>Squamish for "Good morning/afternoon."</i></p>
	<p>JOB SUMMARY</p> <p>Reporting to the Revitalization Manager, the Revitalization Coordinator provides expertise, oversight and guidance to member organizations that develop and operate a range of housing and shelter options offering appropriate placements along the housing continuum for the homeless, hard-to-house or those with multiple barriers.</p> <p>The position supports AHMA's members with remediation and revitalization work in governance, operations, finance, and assets. This position also supports the development and implementation of Complex Care Housing and other health in housing projects for Indigenous housing providers who deliver housing and shelter to Indigenous people throughout B.C.</p>
	Who we are looking for:
	<p>For a full listing of the Revitalization Coordinator's Key Responsibilities and preferred Knowledge, Skills, and Abilities, please see below.</p> <p>Training, Education, and Experience</p> <ul style="list-style-type: none"> • Bachelor's degree in one of the following (or a related discipline): Public Policy, Conflict Analysis & Management, Social Work, Political Science or Business Management. • Minimum of three-years experience directly related to one or more roles in: Property Management, Asset Management, Client Services, Stakeholder Engagement or Housing Operations. • Experience working in a Provincial or Federal Government Department or Agency in a capacity related to contract administration and managing operations of external organizations is preferred. <p style="text-align: center;"><i>(A combination of education and experience may be taken into consideration)</i></p>
Critical Success Factor:	
<p>The core of our business is serving the Indigenous community; therefore, a critical success factor for any person who joins the AHMA team is to have an in-depth understanding of Indigenous Peoples and culture, preferably with strong British Columbia connections.</p> <p>Team members are expected to have gained this understanding through lived experiences, whether it is from being of Indigenous ancestry or working closely with Indigenous communities. Preference will be given to applicants of Indigenous ancestry as per Section 41 of the BC Human Rights Code (self-identify).</p> <p style="text-align: center;"><i>Chet kw'enmantumiyap – Squamish for "We are thankful to you all."</i></p>	



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REVITALIZATION COORDINATOR

Job Description

Reports to: Revitalization Manager

Located on the Skwxwú7mesh (Squamish) Nation Territory in West Vancouver, BC, the Aboriginal Housing Management Association (AHMA) exists to make a difference in Urban, Rural and Northern housing. We oversee the administration of operating agreements between housing providers and Indigenous housing organizations, keeping everyone's best interest in mind and developing and maintaining relationships of trust. Every employee on our team is integral to ensuring our success and the Housing Providers we serve.

Reporting to the Revitalization Manager, the Revitalization Coordinator provides expertise, oversight and guidance to member organizations that develop and operate a range of housing and shelter options offering appropriate placements along the housing continuum for the homeless, hard-to-house or those with multiple barriers.

This position supports AHMA's members with remediation and revitalization work in governance, operations, finance, and assets. This position also supports the development and implementation of Complex Care Housing and other health in housing projects for Indigenous housing providers who deliver housing and shelter to Indigenous people throughout B.C.

Key Responsibilities *(including but not limited to)*

Research & Development

The Revitalization Coordinator works with the operations team to:

- Conduct research and identify programs & services that meet targeted needs of vulnerable individuals and families including:
 - Seniors
 - Homeless and homeless-at-risk
 - Individuals facing multiple health barriers
 - Individuals and households requiring supports to live independently
 - Individuals and households needing support to maintain a successful tenancy
- Identify existing programs and services available in communities served by Housing Providers including but not limited to:
 - Meal programs
 - Access to support staff – 24/7
 - Training for life skills, employment skills
 - Referrals to other community services
 - Access to health supports
 - On-site medical supports



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- Identify appropriate temporary and permanent housing models to meet various needs including congregate housing, single-site multi-unit, scattered units, assisted living, seniors independent living, temporary shelter, Single Room Occupancy (SROs), etc.
- Identify facility and space requirements specific to housing that meets the needs of the population served, for example:
 - Self-contained units, or private rooms, with doors that lock in an apartment-style building
 - Private or shared bathroom and kitchen facilities
 - Common dining areas
 - Shared access to laundry facilities
 - Common amenity space for private meetings and on-site appointments
 - Common amenity space for group activities, e.g. cultural ceremonies, recreational activities, etc.
 - Administration office space

Oversight & Quality Assurance

The Revitalization Coordinator develops monitoring, reporting and evaluation tools for program effectiveness and works with Portfolio Managers in identifying and mitigating contractual, operational, and service delivery issues that impact a Provider's performance and/or long term survival and develops recommendations for improvement by:

- Monitoring and evaluating outcomes identified through operational reviews, making recommendations and supporting Housing Providers to plan and implement recommendations, identifying any resources needed (e.g. capacity-building, additional support, etc.).
- Identifying moderate and high-risk issues arising through the Escalation policy and developing and recommending measures to avert adverse consequences; working with housing providers and community partners to overcome issues and achieve positive outcomes for the community; keeping the Manager informed
- Identifying gaps in services and programs within communities and working with service providers to build suitable and appropriate programs to address community needs
- Identifying resource requirements to effectively operate programs, services and supports, e.g. funding, staffing etc. and assisting in determining budget requirements
- Contributing to work related to the defining and measuring of cultural safety and how this applies in non-Indigenous housing projects
- Providing assistance around project and program development related to complex care and cultural safety; identifying opportunities and resources for capacity-building at the community level
- Facilitating access to existing programs and services through the review of service agreements and funding arrangements and identification of existing and emerging program and service opportunities.



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Community Engagement and Support

The Coordinator works with the operations team to ensure the provision of culturally safe and appropriate supportive programs & services in communities supported AHMA throughout BC by:

- On behalf of Housing Providers, identifying barriers to access, and advocating for improved access to culturally-appropriate supportive services and programs
- Facilitating the contract and budget development for new projects with Indigenous Housing Providers
- Working with the Development team and Supportive Housing team at BCH
- Providing input into the design and implementation of AHMA-funded projects through community engagement
- Preparing projects for transfer to AHMA operations.
- Providing guidance and advice to Portfolio Managers in their role in implementing and maintaining proper administration of contracts for Providers; while maintaining thorough understanding of all supportive housing programs and services
- Researching and making recommendations regarding all areas of housing operations that serve the needs of the homeless, hard-to-house or those with multiple barriers.
- Supporting Providers in capacity-building
- Supporting Providers in training when needed
- Researching and preparing briefing notes as directed.

EDUCATION, CERTIFICATION and EXPERIENCES:

- Bachelor's degree in one of the following (or a related discipline): Public Policy, Conflict Analysis & Management, Social Work, Political Science or Business Management.
- Minimum of three-years experience directly related to one or more roles in: Property Management, Asset Management, Client Services, Stakeholder Engagement or Housing Operations.
- Experience working in a Provincial or Federal Government Department or Agency in a capacity related to contract administration and managing operations of external organizations is preferred.
- The employer may consider an equivalent combination of education, certification and experience.

KNOWLEDGE AND SKILLS:

Knowledge:

- Knowledge of statutes related to housing including the Residential Tenancy Act and the Societies Act
- Familiar with the Privacy Act and all related housing legislations.
- Familiar with all AHMA policies and procedures as related to their job duties.



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- Current knowledge and understanding of diverse types of Federal and Provincial housing programs, their funding arrangements and parameters.
- Familiar with supportive housing models, programs and services, and service providers.
- Informed and knowledgeable about Indigenous peoples, non-profit housing programs, homeless and residential rental property management in general.

Skills and Abilities:

- Strong interpersonal and relationship building skill, demonstrating tact, courtesy and patience; able to adjust communication style as required to probe and assess issues.
- Excellent oral and written communication and interpersonal skills, with solid command of English language.
- Demonstrated competence in supervising others, building trust, facilitating professional growth, coaching and providing support where needed, and dealing effectively with issues affecting performance.
- Good organizational and time management skills, with ability to plan, multi-task, meet deadlines and adapt in a fast-paced environment with competing priorities.
- Ability to work independently and as part of a team, in a fast-paced, deadline-oriented environment.
- Strong understanding of issues faced by Indigenous peoples, in-particular issues of a political nature.