

## JOB DESCRIPTION

BCGEU

Position No. 22130, 80175, 80177	2. Descriptive Working Title Housing & Health Services Team Assistant		3. Present Classification Clerk IV
4. Branch Operations	5. Department Housing & Health Services	6. Work Location Hybrid – Site Central	Date: January 2019 Revised September 2020; September 2022
7. Position No. of Supervisor 80523	8. Descriptive Work Title of Supervisor Administration Supervisor		9. Classification of Supervisor Clerk VI
10. Job Summary:			

Reporting to the Administration Supervisor, the Housing & Health Services Team Assistant provides direct customer service to Housing Registry applicants, outside agencies and tenants applying or receiving programs delivered by the Housing and Health Services department. He/She/They monitors vacancies in the region, creates and maintains shortlists, produces reports, reconciles budgets, maintains and updates the intranet site and performs other program and general administrative responsibilities.

11. Duties:
-------------

### Housing Registry:

- Utilizes *The Housing Registry* to create and maintain a shortlist of prequalified applicants for each development and updates existing applications and client information. Assesses submitted documentation to determine eligibility and follows up on missing or incomplete information or documentation. Obtains income verification, refers for criminal record checks, and reviews residency history.
- Selects applicants for consideration for housing based on established procedures, housing need, support level and shortlist process. Contacts applicants for updates and refers incomplete files to Applicant Services for a full review and file update.
- Runs reports on vacant units and ensures predetermined number of applicants for each development remains constant. Maintains records and statistics regarding applicant file review, suite viewings, credit checks, etc. and submits weekly reports to the Administration Supervisor. Runs weekly vacancy reports for distribution to appropriate regional staff.
- Responds to enquiries over the telephone or by correspondence; explains the differences between directly managed, non-profit, co-operative, and private market subsidized housing units; explains policies and procedures related to eligibility for subsidized housing and allocation of vacant units as well as various Housing and Health Services subsidies and programs.

### Applicant/Tenants Related Duties:

- Prepares and distributes monthly Tenant Satisfaction Surveys. Sends out Criminal Record packages to applicants, in accordance with the Criteria for Tenancy Procedures.
- Responds to Housing & Health Services inquiry telephone line/emails and applicant/tenant inquiries regarding housing applications, rent supplements and requests for information.
- Processes rent supplement requests and approvals. Reviews and verifies eligibility criteria for renewals and ensures all relevant financial and ROI documentation is included. Ensures rent supplement cheque is processed and issued in a timely manner. Resolves inaccuracies or questionable documentation.

## **Program Administration:**

- Reconciles project budgets and corresponding program budgets; monitors if agreements are going over budget or expiring and advises the applicable Manager. Completes Budget Revision forms and makes approved adjustments in files and computer systems. Reconciles final costs once projects are completed.
- Receives, initiates and authorizes payment within delegated spending authority for services rendered under approved agreements and program deadlines for various Housing & Health Services Programs such as TSRSP's, Welcome Kits and Furniture vouchers.
- Updates and creates various databases and spreadsheets and other information and records systems to record critical information pertaining to programs and projects. Establishes files, creates new projects and agreements in various BC Housing information systems, and liaises with other departments to ensure that service provider data is set up in all relevant BC Housing database systems.
- Generates regular and ad hoc program/project reports, conducts preliminary analysis of issues and trends, and provides feedback to Housing & Health Services Managers. Investigates and researches information for status reports, briefing notes, and Executive Committee submissions and external stakeholder submissions; prepares draft reports or sections of reports as instructed.

## **General Administration:**

- Ensures the departmental intranet site is updated regularly, converts and imports updated documents to the intranet site, creates new intranet pages and updates existing pages in accordance with instructions, including liaising with other departments and branches to receive their input.
- Develops, recommends, drafts, proofs, edits and publishes new and revised administrative processes, procedures, forms, templates and documents to meet changing program and Housing Registry requirements. Orients staff to procedures and processes. Identifies gaps in departmental policies and procedures and make recommendations for improvements.
- Liaises with applicants, tenants, service providers, Health Authorities, external agencies, Housing Sponsors, community groups, government agencies, other BC housing departments and external stakeholders regarding applications, the allocation of units, client referral information, project/program information, support service agreements, monitoring tools and administration related issues.
- Produces monthly, quarterly, year end and roll up statistical reports.
- Schedules, organizes and coordinates events and meetings. Prepares and circulates agendas, coordinates the preparation and distribution of materials, organizes venue or video conference, speakers, hospitality, catering services, travel and accommodation.
- Responds quickly to emerging issues and changing priorities, assesses the urgency and importance of key/critical issues requiring the immediate attention of Housing & Health Services Managers. Makes recommendations from an administrative perspective regarding emerging issues.
- Acts as the primary contact, trouble shooter and security gatekeeper for all systems pertaining to Health Services. Provides advanced software and some hardware support for common issues with Microsoft Office Suite, printers, etc. Identifies service, system and process improvement opportunities.
- Provides administrative and secretarial support to Housing & health Services Managers, including managing calendars, arranging meetings, crafting correspondence, and liaising with other branches/departments and external stakeholders on behalf of the Housing & Health Managers to obtain and provide information.
- Codes P-card transactions for various cardholders via US Bank Online banking. Processes travel claims, credit card statements and invoices for payment.
- Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

1. Position No. 22130, 80523, 80175, 80177	2. Descriptive Working Title Housing & Health Services Team Assistant	3. Present Classification Clerk IV
---	--	---------------------------------------

4. Education, Training and Experience:

High school diploma plus completion of a number of post-secondary courses in business or program administration or other relevant field.

Considerable progressive and directly related experience in a comparable and highly computerized environment.

Sound experience in program and contract administration.

Or an equivalent combination of education, training, and experience acceptable to the employer.

5. Knowledge, Skills and Abilities:

**Core Competencies:**

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
- 
- Excellent verbal and written communication skills
  - Strong mathematical aptitude and excellent attention to detail.
  - Strong analytical, research and problem-solving skill.
  - Excellent interpersonal and relationship building skills, with good conflict resolution skills and the ability to exercise tact, diplomacy and good judgement when dealing with a broad range of housing providers, partners and customers, including individuals of diverse education, cultural and socio-economic backgrounds.
  - Ability to learn and understand the organization's rules, practices and processes of program, project and office administration.
  - Ability to multi-task and work as a contributing member of a team and independently in a fast-paced deadline-oriented environment.
  - Ability to work under direction of several people, plan, organize and prioritize work and meet deadlines, while responding to numerous diverse and shifting challenges without compromising the quality of the work.
  - Ability to coordinate longer-term assignments and projects involving extensive consultation with staff and external groups.
  - Ability to type a minimum of 50 wpm.
  - Ability to adapt to change, and work under pressure in a demanding and volatile atmosphere.
  - Proficient in the use of database administration and Microsoft Office Suite.

6. Occupational Certification:

- Criminal Record Check required