



Job Title: Housing and Facilities Manager

Status: Contract Full Time – Maternity Leave Replacement

The team of professionals at Canadian Helen Keller Centre (CHKC) provide affordable housing, training and intervenor services to adults who are deafblind.

Our mission is to empower the deafblind community through consumer driven services and opportunities that maximize independence.

We empower and lead through our values of Advocacy, Respect, Collaboration, Professionalism and Community and our vision is to help build a society where all individuals who are deafblind live free from limitations.

Position Summary

Reporting to the Executive Director, the Housing and Facilities Manager is responsible for the day-to-day organization, direction and provision of property management, maintenance and security services for the Canadian Helen Keller Centre (CHKC) locations: (Rotary Cheshire Apartments and Training Centre). The incumbent in this role is required to deal with urgent or emergency situations specific to the buildings.

Position Responsibilities

Management of Staff & Contractors:

- Hires, manages, and terminates staff and contractors required for the provision of property management, maintenance and security services.
- Supervises maintenance staff and the two buildings.
- Provides support and guidance to the On-Duty Intervenor with respect to building and safety related situations.
- Approves and submits maintenance staff hours, including vacation and sick days.
- Ensures that staff receive appropriate orientation and training.
- Trains staff on fire and building related emergency procedures.
- Conducts annual performance appraisals for direct reports.
- Maintains communications with staff and contractors on systems and procedures regarding safety, security, emergency and equipment.

Tenants & Consumers Focus:

- Ensures that leasing and occupancy requirements are met in a manner consistent with approved policies, procedures, philosophy, and legislative requirements.
- Maintains waiting list, interviews potential tenants, develops reports for the Tenant Selection Committee, and assists in organizing Tenant Selection meetings.
- Provides explanation of the lease to potential tenants before obtaining a signed copy of the contract for the unit to be occupied.
- Provides orientation and training to tenants in fire and emergency procedures, tenant rights and responsibilities, health and safety policies and procedures, etc.
- Conducts move-in, move-out and annual inspections.
- Completes income verification, annual RGI calculations and annual lease renewals.



- Ensures tenants are informed of alterations and facilities matters such as energy conservation, operation of appliances, building equipment and signaling systems, maintenance of apartments and common areas.
- Assists tenants with signaling systems and other building equipment.
- Implements semi-annual fire drills – oversees, document and conduct follow-up meetings as required.
- Monitors fire pagers, batteries and other related safety and security systems.
- Receives and resolves tenant complaints and/or requests for repairs, Right-of-Entry forms, etc.
- Promotes apartments to potential tenants/consumers.
- Collaborates with Community Services Coordinators around meeting the housing needs of consumers. Acts as a resource to consumers within the community who are searching for suitable housing, providing guidance and advice regarding the renting of property/spaces.

Health and Safety:

- Acts as management representative on Joint Health and Safety Committee (JHSC) and keeps certification up to date.
- Coordinates annual JHSC meeting to review all relevant material.
- Monitors JHSC member certification requirements as mandated by the Ontario Health & Safety Act.
- Oversees health and safety inspections and records as required.
- Reviews and develops health and safety policies and procedures.
- Develops, leads and participates in training programs for staff and consumers.
- Investigates and addresses incident reports, complaints, and areas of potential risk.
- Makes recommendations to agency about health and safety issues, improvements, areas of risk.
- Procures required PPE and ensures it is stocked and available for use.
- Ensures PPE complies with the requirements of the OHSA legislation.
- Ensures PPE is stored and maintained in accordance with manufacturer's instructions and requirements.
- Maintains service logs for PPE, completes and submits PPE stock and usage reports to MCCSS, when required.

Building Management:

- Prepares and approves building maintenance related invoices for payment.
- Liaises with local Housing Authority, Ontario Non-Profit Housing Association and other facilities related groups as required.
- Arranges annual fire safety inspections, repairs of deficiencies, etc.
- Schedules, arranges and completes annual apartment inspections. Generates documentation for repairs required from inspections and ensures repairs are completed.
- Assists in the preparation of budgets, annual reconciliations, etc. with substantiating documentation as required by the Executive Director within the prescribed time limits.
- Completes and maintains building projects and assessments, such as insurance and RentSafe TO.
- Keeps current with Residential Tenancies Act, Rent-Geared-to-Income procedures and other related legislation and procedures such as building and fire codes.
- Administers agency and building related policies and procedures.
- Acts as the first point of contact for building related emergencies.
- Collects rent and laundry income, prepares, and deposits bank deposits.
- Obtains quotes and prepares quote comparisons for service contracts for building equipment and machinery.



- Ensures that services required for appropriate tradespeople are authorized, scheduled and delivered in a fair and equitable manner within budget.
- Purchases maintenance supplies and equipment in compliance with CHKC's purchasing policy, and within the parameters of annual budget.
- Establishes, maintains and updates Emergency Plans, Fire Safety Plans, and any other emergency related procedures.
- Coordinates room bookings and develops guidelines for use of all CHKC meeting spaces.
- Participates in planning staff and tenant meetings.
- Provides reports to the Executive Director for board/committee meetings.
- Manages building related projects.

Information and Records Management:

- Maintains appropriate buildings, staff and tenant records.
- Sets-up, maintains and updates necessary facilities and administration forms.
- Sets-up and maintains tenant and unit files and ensures confidentiality of all records.
- Assigns and oversees tenant lockers.
- Prepares and/or assists in the preparation of government or agency related reports, funding requests, and other information as required, in accordance with approved policies and procedures.
- Maintains appropriate maintenance records for the units and common areas of the buildings and grounds.
- Prepares communications to tenants in preferred method of communication and ensures all tenants have a copy and understand the message.
- Maintains security and record distribution of the organization's keys.
- Ensures Maintenance and On-Duty Logs are kept up to date.

* All other duties as assigned

Work Environment

- On-call
- Apartment Building and Training Centre setting
- Fast pace environment
- High volume of work
- Project work demands-dependent from year to year due to amount of funding received for initiatives
- Support is always readily available

Skills and Qualifications

- Post-secondary Education and/or relevant working experience and minimum 1 year working experience in Business Management for Non-Profit organizations or Social Housing related field.
- Working knowledge of non-profit facilities management, the Residential Tenancies Act, financial and administrative procedures.
- Proven supervisory skills.
- Demonstrated administrative, management, organizational and time management skills.
- Strong interpersonal and communication skills.
- Knowledge of community services and activities/issues related to the deafblind population.



- Experience in American Sign Language, adapted/tactile sign language and other alternative communication methods used by persons who are deafblind is an asset.
- French language skills considered an asset
- Valid driver's license and access to a car is an asset.

We thank all applicants, however, only those considered for an interview will be contacted. CHKC is an equal opportunity employer and welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please advise prior to the interview if you require accommodation and we will make appropriate arrangements.

Successful candidate will be required to provide upon hiring a clear vulnerable sector screening check as per Ministry of Children, Community and Social Services.

Closing Date: January 4, 2022

Effective Start Date: Feb 2022

Please send resumes to: **HR Specialist**
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