



Immigrant and Refugee
Community Organization of Manitoba

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FACILITIES and TENANCY SERVICES MANAGER Permanent, Full-time (37.5 hours/week) Position

WHAT IRCOM OFFERS:

- A warm, fun and supportive work community
- An incredibly diverse workplace that is committed to staff wellness and inclusion
- A staff team that is passionate and committed in supporting settlement of newcomer families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization with a comprehensive benefits package
- A place where you can make a difference and feel the rewards of your work on a daily basis

CANDIDATE PROFILE: The Facilities and Tenancy Services Manager is:

- A values-driven and collaborative team player with effective staff and budget management experience
- One who balances technical skills, day-to-day facility management experience and relational effectiveness.
- Committed to IRCOM's vision and mandate to empower newcomer families to integrate into the wider community through affordable transitional housing, programs, and services.
- A detail oriented, efficient and resourceful, able to assess, manage and prioritize multiple tasks
- Able to work effectively with a culturally diverse group of community members, t.
- One who can inspire and support the staff team in achieving desired outcomes

POSITION SUMMARY AND PURPOSE: The Facilities and Tenancy Services Manager leads a team of Building Supervisors, Maintenance Workers and Housing Assistants in ensuring that two multi-family housing facilities are safe and attractive transitional homes for newcomer families. The facilities also house offices and program spaces of a multi-disciplinary service team that provides accessible services and capacity building programs for family members of all ages and from more than 20 different ethnic and national backgrounds. The Facilities and Tenancy Services Team works closely with the Community Resource Team to provide seamless service to tenant families, preparing and empowering them for successful integration into the community and eventual next stage housing. The desired outcome is that all tenants experience IRCOM as a "Community of Belonging" as they find home again.

Guided by the vision, mission and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the Facilities and Tenancy Services Manager is responsible for:

- Maintaining facilities and grounds
- Supervising and supporting staff
- Managing records and resources
- Workplace health and safety, and
- Team and inter-departmental support

With the direction and support of the Director of Human Resources, Housing and Operations, the Facilities and Tenancy Services Manager will fulfill the following:

DUTIES AND RESPONSIBILITIES:

Facilities Maintenance (30%)

- Oversee day-to-day maintenance and repair needs of 2 multi-family housing sites and grounds
- Contract, supervise and review the work of external contractors who assist with systems maintenance and inspection, and major repairs.
- Ensure smooth operation of fire warning/suppression, mechanical, electrical and other systems in the IRCOM housing complexes
- Consistently work toward the improvement of MHRC owned assets
- Coordinate all facilities and grounds improvement initiatives, from feasibility study to design to completion
- Manage day to day, project related communication with MHRC as required

Staff Supervision and Support (20%)

- Select, orient, train, and supervise Facilities staff across multiple sites
- Conduct regular staff check-ins, providing feedback, training and monitoring as required
- Lead annual job description updates and performance reviews
- Identify and develop individual professional development plans
- Approve staff schedules and authorize time sheets
- Ensure Facilities' staff comply with IRCOM Inc. and IRCOM House Inc. policies and procedures

Finance, Resource and Records Management (20%)

- Administer annual Facilities budget for IRCOM House Inc.
- Monitor, code and approve expenses in accordance with the approved budget
- Liaise regularly with Procurement and Assets Management Specialist (PAM) to ensure procurement procedures are in accordance with MHRC Sponsored-Managed Handbook and consistent with IRCOM's CED principles
- Develop, update and maintain policies and procedures for the safe, effective and efficient maintenance and repair of all facilities
- Establish and monitor regular maintenance schedule and inventory system for equipment and supplies
- Develop and implement systems for tracking, gathering, and analyzing quantitative and qualitative program data
- Contract and develop effective relationships with service providers for security, pest control, laundry equipment, etc.
- Monitor and ensure compliance with Sponsor Management Agreement (SMA – Isabel), Operating Agreement (Ellen) and managed services agreements (contractors) – add SMA/OA
- Collaborate with Fund Development Specialist in developing and submitting proposals to secure funding for innovative programming and projects in response to tenant or facility needs
- Compile and submit regular status and statistical reports, partnership updates, etc.
- Liaise with funders and respond to requests

Tenant Support and Lease Management (10%)

- Oversee tenant selection and eviction processes as done by Housing Assistants and in consultation with CRP Manager as needed
- Oversee accuracy of tenant related procedures and their compliance with Residential Tenancies Act and MHRC policies
- Update RTB compliant tenant policies and lease agreement templates as required and in consultation with Senior Management
- Consult with CRP Manager periodically regarding Facilities support for High Needs tenants
- Assist Senior Management with crisis management and complex tenant issues, conflicts or complaints
- Provide input into policy development related to tenancy needs or facility operations
- Represent, liaise with and/or ensure representation in relevant inter-agency housing partnerships and coalitions – MANSO Housing Committee, MNPHA, RTB, Right to Housing coalition, CCIA Housing Stakeholders Group, etc.
- Network with community leaders, organizations, and existing agency partners in the neighborhood and across Winnipeg as indicated

Team & Inter-departmental Support (10%)

- Meet bi-weekly with the Community Resource Program and other Program Managers to discuss tenant and house related issues
- Promote cross-program communication and collaboration
- Follow IRCOM and IRCOM House policies and procedures
- Participate in IRCOM staff and management meetings and events
- Participate or lead inter-departmental committees as requested
- Participate in ongoing professional development opportunities
- Other tasks as assigned by Director of Human Resources

Workplace Health and Safety (10%)

- Ensure adherence to all building fire safety, health and safety requirements
- Coordinate response to critical incidents involving the buildings and grounds
- Assist the Workplace Health and Safety Committee to ensure offices and program spaces are safe and free of hazards

POSITION REQUIREMENTS:

Education and Experience:

- Certification or training in a relevant field – construction, project or property management, etc.
- Five (5) year's success in leading and managing a team of diverse talents and responsibilities
- Five (5) year's' experience supervising contractors, purchasing supplies and negotiating services
- Proven management experience of annual budgets in excess of \$500,000
- Successful project management experience from start to finish
- Experience with Fire Life Safety, pest control measures and Building Inspections
- WHMIS certification
- Exemplary communication and relational skills staff, contractors, tenants, and partner organizations
- Superior written and oral English communication skills
- Proficiency with Microsoft Office Suite and Google applications
- Working knowledge of plumbing, electrical, HVAC, drywall, carpentry, painting, etc.
- Proficient with use of basic handheld and electrical tools

Required Qualifications:

- Demonstrated strength in using strong analytical, negotiation and problem solving skills
- Physical mobility that enables travel between sites, light repairs, using ladders and entering crawlspaces
- Willingness to be on rotating on-call schedule
- Proven capacity to prioritize tasks while working in a fast paced, multi-tasking environment
- Demonstrated commitment to supporting and empowering the newcomer community through previous volunteering / community involvement
- Valid Manitoba driving license and access to personal vehicle
- Present a current Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <https://www.ircom.ca/about-us/work-here/>)

Desired Qualifications:

- Prior experience working with MHRC
- Prior management of multiple facilities
- Professional background in one or more trades – construction, plumbing, HVAC and electrical
- Lived experience as a newcomer
- Ability to communicate in additional languages
- Prior experience integrating Community Economic Development (CED) principles
- Prior Project Management experience

HOURS OF WORK: This is a full-time permanent position to a maximum of 37.5 hours per week. The Facilities and Tenancy Services Manager's hours will take place both between 9 a.m. - 5 p.m. and often between 1-9 p.m. on weekdays. Weekend hours are also common.

WAGE: \$28.12/hour

BENEFITS: Group Insurance Plan with extended health, dental, life and AD&D insurance
Employer paid RRSP contributions (in 2nd year of employment)
Paid sick and discretionary days
Professional development opportunities
Collaborative, family-friendly and supportive working environment

APPLICATION PROCESS: All applicants must be legally entitled to work in Canada.

IRCOM as an organization seeks to reflect the community members it serves. We are committed to providing an inclusive, accessible environment, where all employees, volunteers, tenants and program participants feel valued, respected, safe and supported. IRCOM strives for employment equity. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, visible minorities, and/or persons with a disability. We are dedicated to building a workforce that reflects the diversity of the communities we serve, and to creating an environment where every employee has the opportunity to reach their potential.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

**Application review will begin on Monday, November 27, 2023
and will continue until a candidate is selected**

Please direct applications and inquiries to:
HR - Selection Committee
95 Ellen Street
Winnipeg, Manitoba R3A 1S8
Email: hr@ircom.ca
Fax: 204-943-4810

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.