

Rental and Maintenance Worker – Supportive Apartment Program

Reports to: Waterville SAP Team Coordinator

Scope: Full Time

Direct Reports: This position does not have direct reports

Salary: 45,825, increased to \$46,800 upon completing the 3-month probationary period.

Our Mission

At The Portal Youth Outreach Association, our mission is to support and empower at-risk youth in the Annapolis Valley by providing advocacy and ensuring easy, relational, and timely access to essential services. We envision a community where every young person has a safe, supportive, and loving home.

As the Rental and Maintenance Worker, you will provide property maintenance, minor repairs, and coordination of ongoing upkeep for a 16-unit Supported Apartment Program and a large home-style Supportive Living Program. This role supports housed clients in learning home maintenance tasks, taking pride in their living space, and becoming overall good tenants.

Responsibilities

- **Property Maintenance and Upkeep:** Identify and prioritize property maintenance needs, build and implement a plan for ongoing upkeep, plan and oversee external maintenance contracts, and provide communication and follow-up on repairs, upgrades, and building improvements.
- **Client Support and Coordination:** Provide educational support to youth clients in housing programs for practical tasks related to maintaining tenancy and coordinate support for clients moving in or out of properties.
- **Rent Collection Management:** Confirm client rent collection monthly and collaborate with client case managers to address and resolve any issues with late rent collection.
- **Financial Support:** Seek out and secure appropriate community or government financial support based on client needs.
- **Team Collaboration and Development:** Participate in regular weekly supervision, informal debriefs, and financial updates, and engage in ongoing training and professional development to enhance skills and knowledge.

Requirements

- Must have a clear Criminal Records Check and Child Abuse Registry Check.
- Commitment to maintaining strict confidentiality in all aspects of work.
- Flexibility and willingness to work occasional evening and weekend hours as required.
- Possession of a valid driver's license and reliable access to a vehicle.

Qualifications

- Skilled in a wide variety of property upkeep and repair tasks.

- Experience with property management, coordinating repairs and working with contractors.
- Knowledge of youth, family, and community resources, programs, and services within the community and Nova Scotia.
- Proficient in computer programs such as Excel, Word, and Outlook.
- Experience supporting and mentoring youth or other vulnerable populations.
- Knowledge and experience in working with culturally and socially diverse populations.
- Certification or training in ASIST, Trauma-Informed Care, Non-violent Crisis Intervention, and First Aid (some training will be provided by The Portal).

Personal Attributes

- Commitment to teamwork and personal development.
- Willingness and flexibility to work evening and weekend hours.
- Ability to handle emotionally challenging situations with a positive outlook and maintain composure in routine and crisis scenarios.
- Demonstrated experience applying a strengths-based philosophy and fostering positive, supportive relationships in professional settings.
- Strong skills in prioritizing tasks, managing time efficiently, and meeting deadlines.
- Proficient in mediating, negotiating, and conveying information clearly and effectively, ensuring successful interactions with diverse clients, teams and service providers.
- Commitment to taking responsibility for tasks, planning, and organizing work effectively.
- Genuine care and understanding of the experiences and challenges faced by vulnerable youth.
- Awareness and respect for diverse cultural backgrounds and the ability to work inclusively with culturally and socially diverse youth.

Diversity, Equity, Inclusion and Belonging

The Portal Youth Outreach Association fosters a workplace environment that embraces diversity, equity, inclusion, and belonging. We celebrate all individuals' unique perspectives and contributions, creating a culture where everyone feels valued and respected. Our commitment to diversity enriches our organization, fostering innovation, collaboration, and empathy across all facets of our work.

We actively promote diversity, equity, inclusion, and belonging in our daily practices and initiatives at The Portal Youth Outreach Association. This includes cultivating a workplace culture where every voice is heard, prioritizing professional development opportunities emphasizing diversity training, and engaging in community partnerships promoting equitable access to resources.

Working Conditions

As the Rental and Maintenance Worker for the Supportive Apartment Program, you will primarily operate out of the office but will need to travel to the Waterville and Kentville sites to perform various tasks and engage with clients. This role includes responsibilities such as

transporting items, including building supplies, and may involve frequent visits to stores to procure materials.

Standard working hours are from 8:30 AM to 4:30 PM, Monday through Friday, but flexibility is required as the role may also involve evenings and weekends to accommodate client needs and emergency repairs. The position involves considerable time in a vehicle, and you should be prepared for occasional physical tasks, such as moving or lifting heavy objects. Additionally, you may be required to manage and prioritize multiple tasks, handle on-site emergencies, and coordinate with external contractors.

Ensuring the safety and security of youth, visitors, employees, and the public is a key aspect of the position. Nonviolent Crisis Intervention (NCI) techniques may be necessary to manage challenging situations and maintain a safe environment; training and coaching in these techniques are provided.

Support and Performance Review

At The Portal Youth Outreach Association, we foster a culture where staff are empowered to approach their roles creatively while adhering to organizational guidelines and job expectations. Support is readily available from peers, supervisors, and collaborative teams to ensure continuous growth and success. Staff are encouraged to set personal goals within their program areas, leveraging their strengths and unique contributions.

Performance reviews are conducted annually per our Human Resources guidelines. These reviews provide a structured opportunity for staff to set and review personal and professional goals. Feedback and support from peers and supervisors are integral to this process, guiding career development and ensuring alignment with organizational objectives.

Equal Opportunity Statement

The Portal Youth Outreach Association is an equal opportunity employer and prohibits discrimination based on race, colour, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.