Title: Housing Navigator
Hours of Work: 37.5 hours, 5 days per week
Compensation: $49,000 - 54,600 annually
Paid time off between Christmas and New Year, day off on birthdays, contribution towards training/wellness.
Probationary period: 4 months

Society Profile:

Seniors Services Society of BC (SSSBC) is a non-profit charity located in New Westminster, BC which provides support services for seniors in New Westminster to live independently, as well as housing information across BC and outreach services for seniors in the Lower Mainland.

Purpose & Strategic Alignment:

Reporting to the SHINE Manager, the Housing Navigator supports older adults who are at risk of or experiencing homelessness, housing instability, unsafe living conditions, or barriers to securing appropriate housing. As a key connector between clients, housing providers, community services, and SSSBC's internal programs, this role uses a trauma-informed, culturally safe, and client-centered approach to help seniors find and keep safe, affordable homes.

Position Overview:

The Housing Navigator conducts intake and needs assessments, helps seniors navigate housing options and applications, and provides ongoing case management that connects them with safe, affordable housing and the support services they need. The successful candidate will bring strong interpersonal and advocacy skills, sound knowledge of BC's housing system, government benefits and subsidies, and the ability to stay calm, empathetic, and boundaried in emotionally demanding situations.

Key Responsibilities

1. Intake & Needs Assessment

- Build trusting relationships with seniors who may be experiencing isolation, trauma, complex needs, precarious housing, or homelessness.
- Conduct comprehensive intake interviews to identify housing needs, health and mobility issues, safety concerns, income status, and support requirements.
- Assess eligibility for internal programs, affordable housing options, and supportive services.
- Develop initial action plans based on assessed needs.

- Refer clients to the Regional Housing Coordinators for temporary and permanent housing placements, transitional housing, or specialized housing support.
- De-escalate clients and conflicts and adapt communication for seniors with diverse needs.
- Maintain the confidentiality of client issues and information.

2. Housing Navigation & Support

- Assist seniors in navigating BC Housing, non-profit housing, co-ops, private rentals, and subsidized housing programs.
- Support clients with applications, documentation, and communication with housing partners and providers (e.g., PC Urban, Brightside, BC Housing).
- Help with practical tasks such as ID replacement, income verification, and subsidy forms (e.g., SAFER).
- Manage housing subsidy programs (e.g., HPP, Rent Supplements, CBCHB).
- Maintain current knowledge of available housing units, upcoming openings, and regional seniors' housing resources and benefits.
- Advocate for seniors facing systemic barriers or discrimination in the housing process.

3. Case Management & Ongoing Support

- Develop individualized case plans using a person-centered, trauma-informed, culturally safe approach that supports clients to achieve their housing goals.
- Provide regular follow-up, including follow-up calls within a week as needed, to monitor progress and changing needs.
- Coordinate with internal staff and external partners to prioritize and respond to urgent client needs.
- Refer clients to wrap-around supports such as home health, mental health services, transportation, income assistance, and community programs.
- Support clients through transitions into new housing, including moving assistance, stabilization support, and post-placement check-ins.

4. Housing Provider & Community Partnerships

- Build and maintain strong relationships with affordable housing providers, landlords, co-ops, Indigenous housing societies, and supportive housing operators.
- Liaise with Indigenous organizations, health authorities, provincial and federal government representatives, and other agencies to coordinate referrals and services.
- Attend inter-agency housing meetings, such as the SHINE COP and BC Housing meetings, to stay informed of new housing initiatives.
- Collaborate with community partners to improve access and reduce barriers for seniors seeking housing.
- Maintain funder and partner relationships.

5. Documentation & Reporting

- Maintain accurate and timely case files, progress notes, incident reports, assessments, service plans, and statistics in organizational and funder case management systems (e.g., CHLASS, CRM, HMIS, HIFIS).
- Ensure compliance with privacy legislation and organizational standards.
- Report regularly to management on caseload trends, client outcomes, service gaps, and referral patterns.
- Contribute to the evaluation and improvement of housing navigation services.

6. Additional Duties

- Provide coverage for other navigators, Information & Referral, and the reception desk as required.
- Support the SHINE Manager and SHINE Partners with expertise, problem-solving, and updates to policies, procedures, and workflows.
- Help onboard and train new colleagues; attend housing meetings, staff meetings, case conferences, community events, and internal fundraisers.
- Maintain statistics, procedure manuals, working files, and SharePoint.
- Stay current on changes to housing applications and funding, and embrace new digital tools and improvements.
- Demonstrate a proactive attitude and flexibility in responding to emerging needs.
- Commit to ongoing professional development and training.
- Participate in rotating cleaning duties for common areas, consistent with all staff regardless of role.
- Consistently represent the organization with professionalism internally, publicly, and across all digital platforms.
- Other duties as assigned.

Qualifications

- Experience in housing support, case management, outreach, or front-line social services, ideally with older adults in a non-profit or community setting.
- Knowledge of BC's housing landscape, including BC Housing, non-profit and co-op housing, and subsidy programs such as SAFER; experience with HPP, Rent Supplements, or CBCHB is an asset.
- Understanding of trauma-informed, culturally safe, and person-centered practice.
- Strong active listening and interpersonal communication skills, with the ability to empathize while setting clear professional boundaries.
- Demonstrated ability to de-escalate conflict and remain effective in emotionally stressful situations.
- Ability to work independently with minimal supervision and as part of the housing team.
- Excellent organization and documentation skills; experience with case management systems (e.g., CHLASS, HMIS) is an asset.
- Proficiency in Microsoft Office Suite and SharePoint, and comfort learning new digital tools.
- Commitment to confidentiality, privacy, professionalism, and ongoing learning.

- Additional languages are an asset.
- Clear Criminal Record Check including vulnerable sector clearance.

Job Details

- This is a full-time permanent position – 37.5 hours/5 days per week
- Working Hours: Monday to Friday, 8:30am - 4:30pm. Some evenings and weekends as needed, reimbursed with in-lieu time.
- Location: In person at 750 Carnarvon Street, New Westminster BC V3M 1E6
- Compensation: $49,000 - 54,600 annually. Salary will depend on the applicant's qualifications, experience, and skillset
- Probationary period: 4 months

Benefits

- Paid time off between Christmas and New Year
- Paid birthday leave
- Extended health and benefits
- 12 paid sick days per year
- Professional development and wellness support
- RRSP matching up to 2% after 24 months of employment
- Opportunities to contribute to meaningful work supporting seniors in BC

How to Apply

Please submit your resume and cover letter to **careers@sssbc.ca**
Deadline: Open until filled
Note: Only shortlisted candidates will be contacted. No phone calls, please