Ishtar
Women's Resource Society

External/Internal Posting – Competition #: 2026 39 Transition Housing Manager FT

Position	Location	Title/Grid Level	Closing Date
Transition Housing Manager- Full-time	Rotating between transition housing facilities and Outreach office	Transition Housing Manager/Exempt position	November 8, 2026
Hours of Work/Week	**Wage Rate/Salary**	**Shift Schedule**	**Use of Personal Vehicle**
37.5	$100,000 per year	Weekday business hours and some evenings may be required per operational needs.	Yes

Job Summary

The Transition Housing Manager oversees all aspects of Ishtar's Transition Housing Programs, including Ishtar Transition House and their single Second-Stage suite, Libra Transition House, and Ishtar's Outreach Program. BC Housing funds these housing programs for women and their children affected by domestic violence, including two Outreach Staff. The Housing Manager is a union- exempt position and will oversee all unionized (BCGEU) transition housing staff and additional outsourced contractors. The manager is responsible for program development as well as the development and implementation of policy and procedures for all housing operations of client support. This includes ensuring adherence to best practices, health and safety and funder requirements.

Key Duties and Responsibilities:

1. **Program Oversight & Compliance**
   - Plans, organizes, and oversees transition housing programs, ensuring alignment with agency policies, legal requirements, funder contracts, budgets, and trauma-informed practices. Recommends new program areas as needed.

2**. Operations and Housing Management**
   - Oversees day-to-day operations of multiple transition housing sites.
   - Ensures safe, secure and well –maintained housing environments.
   - Coordinates with maintenance contractors and service providers.
   - Monitors occupancy, intakes, and transitions to ensure effective use of units.

3. **Client Services Oversight**
   - Ensures high-quality consistent support for residents, including safety planning and housing stability.

Ishtar
Women's Resource Society

External/Internal Posting – Competition #: 2026 39 Transition Housing Manager FT

- Supports staff in complex case management and crisis responses.
- Promote client-centered, strength-based approaches.

4. **Leadership & Team Management**
   - Supervises, coaches, and mentors' staff; manages hiring, performance evaluations, terminations, and disciplinary actions; including conducting yearly appraisals. Fosters a positive, accountable, and learning-oriented team culture.

5. **Strategic Planning & Program Development**
   - Establishes program goals, outcomes, and evaluation metrics; contributes to strategic and operational planning: resolves operational issues and advises program director on key program issues and ensures continuous improvement.

6. **Data Management & Reporting**
   - Designs and maintains client databases and evaluation tools; ensures accurate data collection and reporting for funders and stakeholders; implements new systems and trains, coach and mentor staff on data protocols.

7. **Policy, Procedure & Training Development**
   - Develops and updates policies, procedures, and training materials related to client services, housing operations, documentation standards, and data management.

8. **Health, Safety & Risk Management**
   - Leads health and safety initiatives, conducts regular audits and risk assessments, and implements best practices in alignment with WorkSafe requirements, BC Housing Operational Review Standards, and organizational policies and procedures.

9. **Labour Relations & Confidentiality**
   - Handles grievances, participates in arbitrations, supports negotiations, and ensures strict adherence to Ishtar's confidentiality protocols.

10. **Financial Oversight & Administrative Support**
    - Maintains budget accountability and performs administrative and other duties as required to support organizational goals.

11. **Performs other duties as assigned.**

Education and Experience:

- Bachelor's degree in operations management, Business Administration, Social Services, or related field; equivalent experience considered.
- Minimum five (5) years of management experience, preferably in the community social se rvices sector, with a demonstrated and in-depth working knowledge of transition houses, women's shelters: specific community-based programs and services, applicable legislation,

External/Internal Posting – Competition #: 2026 39 Transition Housing Manager FT

and policies; information technology, financial management, and issues surrounding assigned community relations.
- Strong knowledge of data collection and reporting methods, with experience in data management systems and tools.
- Experience in staff supervision and training, particularly promoting accuracy, consistency, and protocol adherence.
- Experience in business continuity planning, risk assessment, and developing continuity strategies.

Skills and Abilities:
- Expert in trauma informed practices and their application to support women affected by violence, including understanding of the cyclical nature of abuse and its impact on victims and children.
- Detail-oriented with the ability to manage multiple priorities and deadlines effectively.
- Excellent written and verbal communication skills, with the ability to create clear reports and training materials.
- Strong problem-solving abilities, particularly in high-pressure situations, with a track record of developing innovative solutions to complex challenges.
- Demonstrated ability to lead and train staff, fostering a positive and accountable work environment.
- Demonstrated ability to cultivate a positive, non-toxic workplace culture grounded in trust, transparency, and mutual respect, ensuring teams work collaboratively and communicate effectively.
- Full familiarity and comfort with technology, databases, and the full Office suite.
- Demonstrated ability to organize, plan, develop, supervise, execute, and complete projects.
- High degree of creativity, flexibility, and initiative.
- Demonstrated Knowledge of residential operations, tenancy i management and the delivery of trauma-informed support services.
- The ability to function independently, and frequently under pressure, while managing multiple concurrent projects, staff, and deadlines, including participating in, resolving, and effectively managing stressful antd emergency/crises, in an ongoing expectation.
- Ability to create safe spaces, ensuring the physical and emotional safety of the residents.
- Demonstrated empathy and ability to mediate conflicts effectively while maintaining a respectful, supportive, and safe environment for residents, staff, and other stakeholders.
- Proven ability to respond effectively to crises, de-escalating tense situations while providing immediate support to staff and residents in emotional or physical distress.
- Experience in monitoring individualized case plans for residents, ensuring they receive appropriate services, ongoing support, and effective advocacy to meet their needs and goals.
- Ability to assess women's needs upon entry to the program and throughout their stay, tracking progress and adjusting plans as necessary.

Ishtar
Women's Resource Society

External/Internal Posting – Competition #: 2026 39 Transition Housing Manager FT

Required

- Access to own vehicle and a valid Driver's License.
- Appropriate insurance for the vehicle used for work purposes.
- Criminal Record Check with vulnerable adults and children screening required.
- Standard First Aid Certificate CPR Level C with AED.
- Participation in meetings, conferences, and other events may involve long workdays, and /or evening/weekend work.
- Required to be on call rotation providing support in emergency situations.

Closing Location:

To apply for this position please send your cover letter and resume in one PDF document to:

humanresources@ishtarsociety.org with the subject line: **Attention: Juan Damasco** Competition # 2026 39 Transition Housing Manager FT	**Date Posted:** November 2, 2026

Each applicant is responsible for ensuring that the Society receives his/her application by 4:00 p.m. on the closing date. Any application received past this time will be considered late. Candidacy of late applications will be considered as external candidates.