

**Program Coordinator**

**Locations:** Edmonton

**Position Status:** Full Time (37.5 hrs. per week)

**THE ORGANIZATION**

Métis Capital Housing Corporation (MUHC) was *incorporated in 1982* to provide *affordable, adequate and suitable* housing to low and moderate income Aboriginal families in Alberta. Together with Métis Urban Housing, we currently have 900 units in 14 *urban centres* throughout Alberta. Métis Housing employs over 80 full and part time staff; together we oversee tenant relations and property management needs for thousands of tenants. Unlike any other subsidized property management company in Canada, we cover the entire province of Alberta and are the *largest Section 95 Indigenous housing provider in Canada*. MCHC is an affiliate of the Otipemisiwak Métis Government.

For more information about Métis Capital Housing and it's sister organization Métis Urban Housing, visit our website at [www.metishousing.ca](http://www.metishousing.ca)

**THE OPPORTUNITY**

The Program Coordinator is responsible for planning, coordinating, and overseeing the Reaching Home Program.

**KEY RESPONSIBILITIES**

***Reaching Home Program Clients***

- Coordinate and track client supports (movers, furniture, transportation, hotels, and funding requests).
- Ensures payment information is current and is responsible for providing the vendor with the package/request for funding release to the Administrative Assistant for payment processing.
- Assist the Director of Programs with preparing monthly reports and various presentations as required.
- Prepare and process applications, intakes, care plans, and payment documentation.
- Provide crisis response, emotional support, referrals, and advocacy for clients.
- Maintain accurate clients files, logs, and databases; organize and scan documentation.
- Support reporting, correspondence, and general program administration.
- Act as a point of contact for inquiries via phone and email.
- Collaborate with internal teams and liaise with community partners and stakeholders.
- Represent the organization at community events and participate in committees and projects

***Administrative***

- Maintain accurate client files and ensure timely data entry.
- Complete and submit documentation in accordance with procedures.
- Support efficient administrative processes and workflow.

***Community Relations***

- Liaise with community organizations and stakeholders.
- Represent the organization at community events and initiatives.
- Participate in committees, projects, and outreach activities as needed.

**QUALIFICATIONS**

***Education***

- Post-secondary education or a diploma in business office management.
- Minimum of 2-5 years of related experience and/or equivalent combination of education and relevant work experience.

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**QUALIFICATIONS (cont.)**

***Professional designation***

- None

***Competencies***

- **Program Coordination:** Effectively plans, organizes, and oversees Reaching Home Program activities, ensuring timely processing of applications, document management, and adherence to program guidelines.
- **Client Service Excellence:** Provides respectful and responsive customer service, supporting clients with empathy and professionalism, especially during challenging or high-stress situations.
- **Communication:** Demonstrates strong verbal and written communication skills to liaise with applicants, stakeholders, and internal departments. Prepares clear correspondence, reports, and presentations that are concise and well-organized.
- **Administrative and Technological Proficiency:** Efficiently manages program records and documentation using MS Office (Word, Excel, PowerPoint), Outlook, and file organization systems. Proficient with office equipment such as scanners, fax machines, and photocopiers.
- **Attention to Detail and Organization:** Maintains accurate records, logs, and filing systems to support program compliance and reporting. Prioritizes tasks effectively to meet deadlines and support departmental operations.
- **Cultural Competency:** Applies knowledge of Indigenous cultures, experiences, and barriers to ensure services are delivered in a culturally appropriate and inclusive manner.
- **Adaptability and Team Collaboration:** Works cooperatively within a multidisciplinary environment, supporting colleagues, participating in special projects, and adjusting to evolving program needs.
- **Community Engagement:** Builds and maintains positive relationships with community associations, agencies, and stakeholders. Actively represents the organization in the community to support program visibility and trust.
- **Initiative and Problem-Solving:** Proactively identifies missing information or issues in applications, follows up with clients, and contributes to process improvements that enhance service delivery.

**WORKING CONDITIONS**

- Works in an office environment usually work a standard workweek; Some overtime may be required.

**WHAT WE HAVE TO OFFER YOU**

- The opportunity to work with a non-profit Indigenous organization.
- Helping to make a difference in the lives of Métis citizens.
- A benefits plan including: health and dental.
- Generous vacation time
- Personal time off days
- Personal development
- Competitive compensation

**HOW TO APPLY**

Applicants should send a resumé and cover letter outlining how they meet the specific requirements of the position by email to: [hr@metiscapital.ca](mailto:hr@metiscapital.ca) or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.