

IDENTIFICATION

Department	Position Title	
Northwest Territories Housing Corporation	Manager, Housing Programs	
Position Number	Community	Division/Region
93-10287	Yellowknife, NT	North Slave District Office

PURPOSE OF THE POSITION

As a member of the senior management team of the District Office The Manager, Housing Programs (Manager) is responsible for managing the delivery of housing programs and services to those with the greatest housing needs and contributing to the overall performance of the District Office in an effective and efficient manner in accordance with established budgets, policies and procedures.

The Manager provides leadership, mentorship and guidance to the programs team in order to ensure the programs team delivers community housing programs and carries out their activities strategically and in a responsive manner. As activities involve the provision of housing, and housing assistance, either directly or through community agents, the incumbent is accountable to provide monitoring and support as required to achieve positive outcomes.

SCOPE

Located in the Housing Corporation's North Slave District Office in Yellowknife and reporting directly to the District Director and functionally reporting to the Manager, Housing Programs and District Operations, the Manager, Housing Programs is a member of the senior management team of the District Office and plays a key role in setting priorities and objectives and contributes to the preparation of plans and budgets for all activities related to the implementation and delivery of the Northwest Territories Housing Corporation's programs and services at the regional and community level.

As the Housing Corporation holds a diverse community housing portfolio for the delivery of housing and delivers a diverse array of housing programs, the Manager is responsible to ensure policies and procedures are effectively utilized, loan administration and collection practices are consistent and public awareness of Housing Corporation programming is promoted on an ongoing basis. The position has an impact on the Housing Corporation, the District Office, individual Northwest Territories residents, tenants and Housing Corporation clients, Local Housing Organizations (LHOs), Community Governments, Government of the Northwest Territories (GNWT) Regional Offices, local financial institutions and contractors.

The incumbent is responsible for the management, implementation and delivery of housing programs in eight communities in the North Slave District. The magnitude of the budget impacted by the position is approximately \$2.2 million in program assistance programs, \$4.5 million in funding for the Public Housing Program, and a portfolio of \$10.7 million of mortgages and loans.

The Manager, Housing Programs works within a legislative and policy framework and carries out his/her responsibilities in accordance with, but not limited to, the GNWT acts, regulations, policies and department and agency procedures that include but are not limited to the *Financial Administration Act*, *Public Service Act*, *the Northwest Territories Housing Corporation Act*, *the Public Service Act* and *the Residential Tenancies Act*, as well as, Housing Corporation policies and procedures.

There are normally three direct reports, Program Advisors that are direct reports to the Manager, Housing Programs.

The Manager, Housing Programs oversees the social public housing delivery of five LHOs, one First Nation Housing Division and one community that does not presently have organized local housing delivery capacity.

RESPONSIBILITIES

1. Provides leadership to the team of Program Advisors and coordinates activities and resources to ensure operations and delivery of programs and services that meet requirements in an efficient and effective manner.

- Leads, manages, motivates, mentors and evaluates unit staff by coordinating day to day activities of the District's Housing Programs section including administration duties.
- Develops and fosters a team approach in the District including fostering relationships between Programs and District Operations in headquarters, and LHO Managers and staff.
- Develops and co-ordinates with the District's Technical Manager and District Controller an annual operational plan for the delivery of homeownership construction/repair projects. Monitor the implementation of the plan.
- Interprets legislation and regulations, as well as, program policies and procedures for staff and the public; seeks assistance from District Director and/or Headquarters (HQ) when required.

- Reviews and recommends for approval the District's housing program assistance files and analyze the impacts on the District's budget; technical services capabilities, and; communities within the North Slave District.
- Schedules and assigns work to District staff and monitors work in progress and work accomplishments.
- Approves all time/leave requests and conducts annual performance plans of District Programs staff.
- Develops and implements staff orientation programs and training plans when required.
- Develops and facilitates workshops for District staff.
- Makes recommendations to the District Director regarding training and development of employees.
- Develops, reviews and updates job descriptions for the District Programs staff as required.
- Coordinates the collection of background information and prepare draft briefing notes, issue papers, client enquiries requests for District Director's review and approval; Coordinates the preparation of community status reports and other reports as required.

2. Participates in the District's Senior Management team to plan and coordinate budget development and program targeting and delivery for the district.

- Provides expertise and advice to the District Director regarding housing program needs and delivery within the North Slave District.
- Assists the District Director by planning and coordinating community and District staff input regarding the development and delivery of the overall District operational plan.

3. Provides advice, expertise and training to LHOs (including community delivery agents) in the areas of housing programs delivery in order to meet and improve upon community/client housing needs, and foster community development.

- In coordination with Headquarters, may assist in the negotiation and management of the Partnerships, Community Housing Service Agreements with the LHOs for the delivery of social, market and homeownership programs.
- Monitors and assesses LHOs strengths and weaknesses to determine appropriate level of support and training required.
- Develops an appropriate training and development plan enabling LHOs to directly deliver the housing programs outlined in the Community Housing Service Agreements.
- Provides guidance and assistance to LHOs in the basic areas of human resource management, including recruitment, performance reviews, staff development, and job descriptions as per the LHO Human Resource Manual.
- Develops and facilitate workshops for LHO Board of Directors and LHO staff training and development.
- Assists in the preparation of LHOs housing budgets and monitor expenditures against budgets.
- Provides advice and assistance to LHOs in developing multi-year housing delivery plans to identify and address community-housing needs,

- Provides restructuring advice and assistance to LHOs as required.
- Participates as a member of a team that conducts LHO operational, compliance and management reviews as necessary.

4. Plans, coordinates and implements the delivery of social and homeownership programs in order to meet clients' needs for adequate, suitable and affordable housing.

- Organizes and delivers promotional activities for annual program delivery cycles for staff and to increase community awareness and understanding of housing programs' offerings.
- Recommends approval and commitment of financial resources for housing projects and clients.
- Provides input into funding arrangements with community groups for the repair or construction of housing units.
- Resolves or participates in the resolution of community housing issues at the community level and resolve disputes related to client eligibility.
- Fosters the development of housing markets and access to market financing options in communities.
- Develops and implements client specific financial counselling strategies for Programs staff to assist clients to access homeownership programs and third-party conventional financing.
- Reviews program/project proposals and budgets and recommend adjustments and/or approvals.

5. Workplace Health and Safety: All employees are committed to creating and maintaining a safe and respectful workplace for employees. Building a safe and respectful workplace is everyone's responsibility.

- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders (management, staff, Union of Northern Workers, and Workplace Safety and Compensation Commission) need to ensure that the NWT HC Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
- All Managers play an active role in workplace health and safety through their daily management: identifying potential risks and reporting of accidents and near misses and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time is spent in a sitting position with frequent opportunity to move about.

Environmental Conditions

The incumbent works most of the time in a generally comfortable work environment. The incumbent does experience a moderate level of traveling by road/small airplane to isolated communities, which may require the individual to travel alone on isolated roads.

Sensory Demands

The incumbent requires normal use of senses (seeing and hearing) in order to perform the day-to-day activities of the position. Extensive use of computer requires focused concentration and may cause eye strain.

Mental Demands

High degree of stress can result from dealing with the high expectations of NWT residents/tenants/clients to solve their housing problems in a climate of reduced funding.

There is the potential of residents/tenants/clients housing needs being raised at the political level which creates a sensitive political environment. The incumbent is exposed to tight deadlines and heavy workloads with competing priorities and demands during the program delivery cycles. Clients can be abusive and confrontational.

As the incumbent is expected to travel, he/she will experience a moderate level of disruption in lifestyle caused by work schedules and travel. Frequency of travel by air and/or road is approximately 30 - 40% frequency.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated ability to lead, manage, direct and motivate individuals and facilitate decision making.
- Knowledge and ability to interpret, analyze, plan and organize data/information.
- Possess strong financial management skills, including budgeting and accounting.
- Knowledge of government structures, programs and services with an ability to analyze and interpret legislation, policies, and procedures.
- Good computer skills in word processing, database, spreadsheet, and presentation software, as well as internet and electronic communications.
- Knowledge, skills and abilities of project and program management, problem solving, negotiating and conflict resolution.
- Strong interpersonal skills in order to manage a diversity of staff, clients, contractors and corporate relationships.
- Excellent communications skills both orally and written, in order to communicate effectively in meetings and through presentations in a workshop setting while operating effectively in cross-cultural environment.

- Demonstrated ability to develop, build and maintain a strong working relationship with others; internal and external colleagues, private industry, financial institutions, Aboriginal organizations, NWT residents, clients and tenants.
- Ability to exercise tact and diplomacy in dealing with sensitive issues.
- Ability to manage workloads including multiple assignments with potentially conflicting priorities while ensure that the District Director's/Housing Corporation's needs are addressed.
- Ability to work under minimal supervision and to think quickly in high stress situations.
- Excellent time management skills and the ability to meet deadlines while working effectively with others in accomplishing tasks.
- NWT Driver's License- minimum class 5.
- This position is designated as a "preferred bilingual" position (Languages: English + one of the designated Indigenous Aboriginal Languages of the District).

Typically, the above qualifications would be attained by:

The knowledge, skills and abilities for the above noted are typically acquired through the completion of a university degree in public administration, social science or business administration with a minimum of three years of work experience in the development, implementation and evaluation of public programs and/or public policy, two years of which include supervision of staff;

or a diploma in, public administration, social science, or business administration, plus a minimum of five years development, implementation, and evaluation of public programs and/or public policy work experience, two years of which include supervision of staff.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - READING COMPREHENSION:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - WRITING SKILLS:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☒ French preferred

Indigenous language: Indigenous Language - Not Specified

- ☐ Required
- ☒ Preferred