



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Housing Corporation	Vice President – Operations and Programs	
<b>Position Number(s)</b>	<b>Community(s)</b>	<b>Division/Region(s)</b>
93-NEW <del>2009</del> 12909	Yellowknife	Headquarters

## **PURPOSE OF THE POSITION**

Reporting to the President of the Northwest Territories Housing Corporation, this position's key objective is to lead an effective and strategic corporate approach that supports the Corporation's five District Offices and the office of Program Development and Implementation, as it relates to program responsiveness and results in the districts and communities. In doing so, the incumbent is responsible for the development, implementation, training, monitoring, evaluation, and delivery of programs and initiatives that optimize the Corporation's responsiveness to NWT housing needs, and ensure a continuity of approach to program delivery and implementation.

This position achieves its goals and objectives through its overall responsibility for program delivery through five district offices led by five District Directors. In addition to their responsibility for the implementation of corporate policies, programs & projects, Directors are accountable for the bottom line management of corporate resources, effective management of financial and human resources, and accountable for ensuring Local Housing Organizations (LHO's) effectively deliver housing programs at the community level.

This position works within the Corporation's framework and mandate of developing cost effective and efficient housing programs and initiatives designed to reduce affordability, suitability and adequacy problems and encourage residents and communities to become self-reliant to meet their housing needs. In achieving these goals, this position is accountable for ensuring the District Offices are managed and structured effectively and efficiently to deliver programs and services, in accordance with GNWT acts, regulations, policies and Corporation procedures.

The incumbent leads the Corporation's development of programs and initiatives that encourage and assist NWT residents and communities to take a strong independent role in addressing their housing needs, and to ensure that District Offices are supported and strategically structured and managed to achieve these results.



## **SCOPE**

The Vice President, Operations and Programs, is part of the executive management team in the Corporation's head office and a key player in meeting their organizational and management objectives. The position serves as the lead advisor and strategist to the President on activities related to development and implementation of programs and initiatives, and carries the overall responsibility for the effective operation of the five District Offices located throughout the NWT.

The duties of this position have an impact on all Corporation divisions and districts, GNWT and Federal Departments and Agencies, LHO's, Aboriginal organizations, community governments, Aboriginal self-government organization and individual clients. The Corporation provides program assistance opportunities to the more than 42,000 residents of the NWT in 33 communities. The Corporation also works in partnership with 24 communities for the provision of approximately 2400 public housing. The financial accountability of this position represents a significant portion of the Corporation's annual budget can therefore have a significant impact on its activities.

Reporting to the Vice President, Operations and Programs are:

1. District Director of the Beaufort Delta District (14 positions)
2. District Director of the Nahendeh District (8.5 positions)
3. District Director of the South Slave District (13.5 positions)
4. District Director of the North Slave District (11.5 position)
5. District Director of the Sahtu District (8.5 positions)
6. Manager of Program Development and Implementation (5 positions)
7. Administrative Assistant
8. Coordination Officer

District Directors are responsible for the effective regional delivery of various housing programs and initiatives in accordance with related National and Territorial statutory requirements, policy and procedure, while striving to meet the Corporation's goals and objectives. The District Director is responsible for the implementation of the Corporation's policies, programs and projects; accountable for the bottom line management of financial resources; and responsible for the effective management of financial and human resources. The District Director is accountable for ensuring Local Housing Organizations (LHO's) effectively deliver housing programs at the community level. Where there is no organized local housing organization, the District Director ensures district staff delivers programs and services while working with the community towards establishing a local group that will be able to directly deliver housing programs.

The Manager, Program Development and Implementation (5 positions) manages the overall research, monitoring and development of the Corporation's housing and maintenance programs; provides advice, expertise and training to District Offices and community delivery groups; in accordance with Ministerial and Legislative Assembly



priorities, NWT Housing Corporation Act, applicable GNWT acts, regulations, guidelines, policies and standards, the Social Housing Agreement with Canada Mortgage and Housing Corporation (CMHC), Corporation housing and maintenance programs and Community Partnership Agreements; in order to meet community/client needs for housing, improve housing maintenance and delivery and foster social, economic and community development.

The Coordination Officer is responsible for the handling of the Corporation's responses to urgent program or district related issues that require the attention of the Vice President, Operations and Programs. This position maintains effective working relationships with staff in headquarters and the districts offices to: track deadlines, investigate issues for information, analyze and evaluate information coming in and going out, and to initiate action from the Vice President, Operations and Programs. This position also liaises and consults with officials from other departments at territorial, provincial and federal levels, Aboriginal organizations, private industry and various stakeholders to obtain information, seek advice and initiate action on a wide range of subjects on behalf of the Vice President, Operations and Programs.

The Administrative Assistant provides administrative and clerical support to the Vice President, Operations and Programs, according to established office guidelines and procedures to ensure various issues and information are dealt with in a timely and accurate manner.

The overall financial accountabilities of this position are:

O&M – District Operations	\$ 20,000,000.00
Local Housing Organizations O&M	\$ 37,000,000.00
District Capital	\$ 38,500,000.00 contributory
<b>Total</b>	<b><u>\$ 95,500,000.00</u></b>

## RESPONSIBILITIES

- 1. Act as a member of the Corporation's executive management team with key responsibilities and accountability in meeting the Corporation's organizational and management objectives.**
- Participate in the overall planning activities of the Corporation including: strategic plans, policy and procedure development, short and long term planning for district operations, etc
- Work closely with the Vice President – Finance, Capital and Infrastructure Planning to ensure programs and services are delivered in a coordinated manner.
- Participate in GNWT inter-Departmental committees that impact the delivery of Corporation programs and initiatives;



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- Coordinate the Corporation's involvement with Federal/Provincial housing organizations including: participation in Federal/Provincial meetings, analysis of Federal/Provincial positions, etc.
- Coordinate the Corporation's involvement on significant government wide program initiatives such as self-government, land claims, delivery, etc.

**2. Oversees and leads the District Offices in relation to program responsiveness and effectiveness**

- Ensure that district offices are structured, and resourced with appropriate policies and procedures, so that the focus of time, and money spent, on the delivery of programs and services is done in the most effective and efficient way.
- Develop and implement training to district offices on new program delivery processes and mechanisms;
- Ensure that the Corporation's programs and services are delivered within a sound public policy framework;
- Ensure that the delivery of programs and services at the district level is based on the principles of fairness, equity and compliance with the Corporation's policies and procedures.

**3. Ensure the efficient and effective operation of five district offices for the provision of programs and services to 33 communities and the provision of the public housing program in 24 communities.**

- Ensure district offices, through the delivery of programs and services, promote consistency to the public and clients, through clear goals and objectives from headquarters, to the district offices and to LHO's;
- Promote the development of strategies that outline opportunities for the Corporation to increase the delivery of housing programs and services at a community level;
- Develop and maintain consistent and clear district operations manuals in areas of financial administration, LHO operations, technical operations and programming, including the provision of training for each manual;
- Promote and develop opportunities for employee training and career opportunities from the LHO level, district level, and headquarter level.

**4. Oversee and lead the Program Development and Implementation team in the development and implementation of programs and initiatives that build on the Corporation's mandate to ensure there is a sufficient supply of affordable, adequate and suitable housing stock to meet the housing needs of NWT residents.**

- Design, develop, strategically plan, implement, monitor, and evaluate programs and initiatives that are responsive to community needs;
- Ensure Corporation programs and initiatives contribute to the creation of sustainable and vibrant communities; promote community and personal responsibility in addressing housing needs; contribute to an environment of healthy educated people to improve quality of life; and provide opportunities for communities and individuals to become involved in addressing their own housing needs.



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- Inform and engage all stakeholders, through extensive consultation, to become better informed on the Corporation's programs and initiatives, to foster and develop partnerships, and to assist them in becoming more involved in setting the strategic direction of the Corporation.

**KNOWLEDGE, SKILLS AND ABILITIES**

- A thorough understanding and experience in the development of Corporate programs;
- A thorough understanding and experience in strategic planning processes;
- Strong knowledge of the administration of social housing;
- Superior written and verbal communications;
- Superior listening skills;
- Strong negotiation skills;
- Ability to work to deadlines and respond effectively to frequently changing deadlines;
- Ability to manage a diverse team of individuals, including a strong knowledge of human resource management;
- Strong knowledge of various acts and legislation in the NWT as it relates the delivery of the Corporation's programs and services;
- Ability to manage a significant budget;
- Ability to work effectively with a large senior management team.

**Typically, the above qualifications would be attained by:**

A university education along with at least 10 years experience in a social program delivery setting, preferably a social housing environment, with at least seven years at a senior level. Experience in regional and community level housing operations will also be a key requirement because of the diversity of stakeholders in the NWT and the Corporation's regional and local operation structures.

**WORKING CONDITIONS**

(Working Conditions identify the ***unusual and unavoidable***, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

**Physical Demands**

Long periods of sitting at a desk or at boardroom tables are required more than 7.5 hours per day. Phone use for 2-3 hours per day. Travel to regions and communities are necessary by vehicle or by small aircraft from regional centers at least once per month. National travel takes place about three to five times per year. Use of a keyboard several hours per day takes place.

**Environmental Conditions**



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Travel to regions can involve exposure to adverse conditions. Otherwise a typical office environment is encountered.

**Sensory Demands**

Reading, proofreading, focused listening is required almost continuously. Being able to sense non-verbal communication while listening to staff is necessary.

**Mental Demands**

Changing priorities, concentrated mental effort at the office and at board and national meetings are the mental demands.

**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