

## IDENTIFICATION

| Department                                | Position Title   |                             |
|-------------------------------------------|------------------|-----------------------------|
| Northwest Territories Housing Corporation | Programs Advisor |                             |
| Position Number                           | Community        | Division/Region             |
| 93-13225                                  | Yellowknife      | North Slave District Office |

## PURPOSE OF THE POSITION

The Programs Advisor is responsible for providing and overseeing the community- level delivery of the Northwest Territories Housing Corporation programs. This position provides services and support to Local Housing Organizations, community stakeholders, and residents, in the area of housing information and advice in order to ensure that community residents have a clear understanding of the choices available for them to access basic shelter, and how the Housing Corporation's programs and services may assist to provide options for them to consider in making these choices.

## SCOPE

Located in Yellowknife in the Housing Corporation's North Slave District Office, the Programs Advisor (Advisor) reports to the Manager, Housing Programs, and is responsible for the delivery of the Northwest Territories Housing Corporation's (NWTHC's) programs, including the Public Housing Program, Housing Program, Market Housing Programs, Mortgage Payment Plan, the portfolio management of previously delivered repayable loan programs, and any new programs that may be developed.

The Advisor is responsible for the delivery of housing programs in up to eight (8) communities. The duties of the position have an impact on the North Slave District Office, Local Housing Organizations (LHOs), Community Governments, Government of the Northwest Territories (GNWT) Regional Offices, Financial Institutions, and individual Corporation clients, and supports the economic and job development within the District.

The Advisor works within a legislative and policy framework that supports the NWT HC's mandate to ensure an adequate supply of housing in communities that is suitable, adequate, and affordable. The position carries out responsibilities in accordance with 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*, and the *Residential Tenancies Act* as well as NWT HC policies and procedures, and established program policy.

## **RESPONSIBILITIES**

### **1. Manage and administer the direct delivery of the homeownership and repair programs at the community level.**

- Plan, schedule and oversee the intake of applications for the Housing Programs.
- Receive, process and review program applications to assess need, eligibility, client commitment and capability to succeed in the program, and recommend applications for approval and decline to the District Controller and the District Director.
- Provide information and guidance to applicants and clients of the NWT HC's programs as to their choices to address their basic housing needs, and the processes involved in accessing assistance from the Housing Corporation.
- Promote and provide information regarding the NWT HC's programs and services, including presentations at community housing information sessions.
- Participate in the development of the district's multi-year budgets for homeownership and repair programs.
- Ensure that information is entered and maintained in the Housing Corporation's Information Management System (HCIMS) and analyze this information to identify trends in housing needs in order to develop community budgets.
- Provide training and support to LHO staff, including the Community Delivery Agents, in all aspects of the Housing Corporation's homeownership programs.
- Liaise between applicants/clients and banks, solicitors, property owners, contractors, and other various stakeholders involved in the homeownership process.
- Coordinate with the district's technical section to ensure the maintenance and security of units constructed under the Homeownership Entry Level Program (HELP), including other units constructed under previous programs that the Housing Corporation has an obligation to maintain.
- Maintain client files in an accurate and orderly manner. These files contain management files, the obligations outlined in agreements, and information about clients of programs that were previously offered by the Housing Corporation.
- Provide guidance to clients with mortgage arrears to help them to select an appropriate option offered under the Mortgage Payment Plan. In situations where clients do not select an option, recommend client files to be sent to the Department of Justice for collection/foreclosure action.

### **2. Manage the direct delivery of courses in financial management, consumer credit and banking for home purchase in order to meet the NWT HC/GNWT goal of personal and community self-reliance to achieve greater accountability for shelter.**

- Develop and facilitate strategies for the provision of the Corporation's education programs.
  - Deliver prepared program curriculum, lesson plans and lessons with clients.
  - Evaluate the client's understanding of directions, concepts and progress and provide supplementary lessons if needed.
  - Keep records of client activities and update HCIMS.
  - Recommend enhancement for program curriculum.
- 3. Manage the community-level delivery of activities of the Market Housing Program.**
- Provide information to individuals and interested stakeholders regarding units that are available to rent under the Market Housing Program.
  - Implement the processes to execute lease documents, including check-ins, at the community level.
  - Liaise with community stakeholders to discuss potential opportunities for the development of market housing.
- 4. Manage the direct delivery of mortgage collections initiative to provide existing homeownership clients in default with the options to resolve past payment issues, realize greater self-reliance and increase the long term collections rate percentage on NWT HC mortgages.**
- Implement collection initiative communications strategy.
  - Collect and consolidate client information and complete reassessment and analysis of client file.
  - Complete in-person client counselling to review the collection initiative, mortgage payment plan options.
  - Advise District Controller of client decision.
  - Maintain records of client collection activities.
- 5. Monitor the operations of Local Housing Organizations to ensure the effective delivery of the Public Housing Program.**
- Monitor and oversee the operations of LHOs to ensure conformity to the Housing Corporation's policies, and partnership agreements, regarding the delivery of the Public Housing Program.
  - Complete LHO monitoring and trip reports during community visits and follow up on any undertakings that were identified.
  - Review and approve arrears reports and collection plans with LHO management. Report any arising issues to the District Controller and make recommendations to improve collections.
  - Provide training for new LHO board members and new LHO Managers.
  - Complete assessments of LHO operations and implement training and recovery plans where necessary.
  - Provide guidance and assistance to LHOs in the area of human resources including recruitment, performance reviews and staff development.

- Assume managerial duties to assigned LHOs to ensure that the Public Housing Program continues to be delivered effectively and implement strategies to develop local management capabilities.

**6. Lead and participate in activities that enhance the delivery of housing programs at the community level and improve the public's awareness of the programs and services offered by NWT HC.**

- Participate in community information and consultation sessions to provide opportunities for interaction, comments, and feedback in order to improve communications and promote the Housing Corporation's programs and services.
- Attend LHO meetings, LHO annual general meetings, and various community meetings, to discuss the activities of the Housing Corporation, including the processes that are in place to handle complaints and concerns such as the Housing Corporation's Appeal Process.
- Participate in various committees on program development, program policies, etc.
- Provide input in the development and delivery of the Housing Corporation's housing programs to ensure that current, and new programs, are designed to meet the housing needs of communities.
- Participate in research projects, special initiatives, and other projects that support the development of housing in communities.
- Provide key advice to the District's Programs Manager to be used for the preparation of briefing notes, issue papers, community status reports, Policy Review Committee Submissions, and discussion papers.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual conditions.

**Sensory Demands**

No unusual demands.

**Mental Demands**

The incumbent will interact with large numbers of people with senior level authority in their respective organizations where there are frequently conflicting interests and perspectives. Clients can be disruptive and confrontational and there are unique difficulties in working with developing communities which have to overcome many obstacles and challenges.

The incumbent will be away from home (50% - 60%) due to work schedules and travel to isolated communities (1-2 trips per week at approximately 6 hours per return trip each). Some are isolated, by road and by air requiring the individual to travel on small airplanes.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of, and/or the ability to acquire relevant knowledge of government structures, policies, programs and services.
- Skills relating to managing and administering the direct delivery of the homeownership and repair programs at the community level.
- Financial management skills including budgeting and accounting.
- Interpreting, analyzing, planning and organizing data / information skills.
- Negotiating and advisory skills.
- Communication skills, both oral and written in order to communicate effectively in meeting and through presentations in a workshop setting.
- Computer skills including MS Office, Email, Scheduler, Internet and file management in a windows operating system.
- Ability to promote and provide information regarding the NWT HC's programs and services, including presentations at community housing information sessions.
- Ability to liaise between applicants/clients and banks, solicitors, property owners, contractors, and other various stakeholders involved in the homeownership process.
- Ability to monitor the operations of Local Housing Organizations to ensure the effective delivery of the Public Housing Program.
- Ability to use courtesy and tact when working with others in a cross-cultural environment.
- Ability to develop and facilitate strategies for the provision of the education programs.
- Ability to commit to duty travel requirements.

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

A Degree in Social Sciences, Business Administration or Education, with a minimum of one (1) year of work experience in a related field. OR,

A post-secondary diploma in the area of Social Sciences or Business Administration with a minimum of three (3) years of related work experience. OR,

Post-secondary studies with five (5) years related work experience. Related work experience includes Banking, Lending, Program Delivery, Program Administration, Social Work, or Education.

## **ADDITIONAL REQUIREMENTS**

Valid Class 5 Driver's License

### **Position Security**

- ☐ 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:** Select language

- ☐ Required  
☐ Preferred