

## IDENTIFICATION

Department	Position Title	
Housing Northwest Territories	Manager, Homelessness Programs	
Position Number	Community	Division/Region
93-13885	Yellowknife	Homelessness Programs/HQ

## PURPOSE OF THE POSITION

The Manager, Homelessness Programs is responsible for developing programs, policies and standards as it relates to the homelessness division of Housing Northwest Territories (HNWT). The Manager will work closely with representatives from the Government of the Northwest Territories (GNWT) Departments, Indigenous Governments, education bodies, housing service delivery organizations (SDOs), and health authorities, as well as non-government agencies (NGOs) across the Northwest Territories.

## SCOPE

Located in Yellowknife, the Manager, Homelessness Programs (Manager) reports to the Director of Homelessness Programs (Director) and provides strategic advice, guidance and support to the Director in the area of homelessness.

HNWT has a complex and multi-faceted mandate, that is delivered through many programs and services that stretch along the continuum of housing from homelessness to homeownership. These interventions impact the lives and support the aspirations of all walks of life, but especially the most vulnerable: homeless persons, children, victims of family violence, elders and persons with disabilities. Often the success of government support is first predicated on sufficient, appropriate and affordable housing opportunities.

The Manager provides expert level strategy and implementation initiatives, and coordinates numerous stakeholders in order to identify and analyze complex policy, program and legislative issues across government, make strategic decisions and advise on the direction for the implementation of strategies across the government. Based on these analyses, the Manager develops new programs and policies, evaluation framework, strategic plans, recommendations, briefing materials, and other reports for consideration by Senior Management and the Minister.

Strategic advice and direction must be based on culturally appropriate consultation, community-driven research and adoption of best practices to meet unique needs of NWT

communities. Knowledge of NWT communities, culture and resources and people experiencing multigenerational trauma as it relates to; Residential schools, race, culture, infrastructure, land claim negotiations, NGO, federal, territorial, Indigenous and municipal governance structures is critical, and the incumbent will coordinate resources across- governments through inter-governmental initiatives to support the priorities of the Social Envelope Deputy Ministers' Committee.

Alongside the Director, this position represents Housing NWT in intergovernmental and interdepartmental work related to homelessness. These initiatives are complex, span departmental boundaries and require strategic thinking, leadership, communications, project management and facilitation skills. This position is required to coordinate teams and external committees in order to move GNWT homelessness priorities forward. It frequently requires leading and/or participating in a wide range of intergovernmental and departmental committees to design outcome driven action plans, lead in the implementation of projects, coordinate material and draft strategic plans and conduct final reports.

The Manager contributes to accomplishing the following desired outcomes:

- The development of methodology and research practices, implementation plans and evaluation of homelessness approaches and best practices relevant to the NWT.
- The development of intergovernmental strategies to effectively implement actions that meet the needs of communities to address homeless needs
- Effective leadership on the restructuring of GNWT homelessness resources to address and align homelessness policy, programming and services across governments.
- Alignment of GNWT, federal and municipal policy and programming priorities to address housing and homelessness.
- Development of promising or best practices unique to the NWT to address culturally appropriate responses to address housing instability and homelessness.
- Development of measurable objectives and conducting monitoring to ensure that progress is made.

The position carries out its responsibilities in accordance with Government of the Northwest Territories (GNWT) Acts, Statutes, Regulations, Directives, Policies to effectively meet the needs of the clients served primarily in HNWT buildings and facilities.

## **RESPONSIBILITIES**

### **1. Plans and manages the development and assessment of homelessness programs and services, strategies, and policies for homelessness.**

- Provides strategic advice to Leadership on homelessness
- Manages the development, monitoring and evaluation of the Homelessness Strategy.
- Designs strategic plans and initiatives to improve the design and implementation of homelessness programs and services.
- Contributes to the development of tools and resources related to the delivery of programs and services. Collaborates with HWNT's communication division to drive forward the strategy.
- Leads the development of policies, standards and guidelines for strategy development

and planning.

- Develops, communicates and reviews processes which ensure strategic goals and objectives are embedded in management and operational plans of Housing NWT.
- Develops, implements, and monitors the performance management framework to enable continuous service improvement and success in achieving strategic goals and objectives.
- Monitors political, social, economic and demographic developments affecting housing in the Northwest Territories.
- Reviews, evaluates and amends existing policies, and programs.
- Analyzes pertinent documents such as research reports, studies, GNWT and HNWT Mandates, Legislative Assembly proceedings, and correspondence.
- Solicits and incorporates colleagues, Districts and Headquarters input into homelessness strategies, programs and policies.
- Ensures programs and policies reflect NWT Indigenous cultures and principles, NGOs, lived-experience and trauma-informed, culturally grounded and gender inclusive approaches.

**2. Enables the creation and review of systems capability strategy that meets the strategic requirements of the organization.**

- Captures and prioritizes business strategies and objectives and identifies the business benefits of alternative strategies.
- Develops processes which ensure that the strategic application of change is embedded in the management of the organization, ensuring the buy-in of all key stakeholders.
- Develops and presents business cases for approval, funding and prioritization.
- Sets strategies, policies, standards and practices to ensure compliance with the implementation activities.
- Works with Colleagues to identifies new and emerging services, methods and techniques. The assessment of their relevance and the potential impacts (both threats and opportunities) upon business enablers, cost, performance or sustainability and impacts to the senior management.
- Lead the divisions' implementation of a data reporting system to ensure compliance with federal funding reporting system.

**3. Coordinates HNWT and GNWT activities associated with homelessness.**

- Provides overall coordination for the GNWT interdepartmental homelessness working group including organization of meetings, development of agendas and maintaining meeting records.
- Through the functional interaction and senior managers in other departments, creates greater policy consistency, program alignment, common reporting and monitoring, and evaluation frameworks to ensure that the GNWT Homelessness Strategy is being implemented in a whole-of-government manner.
- Develops, monitors and maintains an inventory of activity associated with homelessness and remains current on initiatives within other departments that impact homelessness.

**4. Develops, delivers and evaluates homelessness funding programs offered by Housing NWT.**

- Develops, implements and assesses financial assistance programs, including the application and assessment tools, for NWT residents currently experiencing homelessness
- Collaborates with colleagues within HWNT to ensure the program is promoted.
- Assess overall eligibility for financial assistance and provides recommendations to the Director.
- Manages the delivery of over \$4.6 million annually in Housing NWT homelessness programs including the Homelessness Assistance Fund, the Small Community Homelessness Fund, Shelter Enhancement Fund, Northern Pathways to Housing, Emergency Overnight Shelters, Rapid Rehousing), Housing First and Reaching Home federal funding.
- Reviews and approves homelessness program and project applications.
- Assesses capital funding proposals and projects for the development of new homelessness or community housing projects.
- Undertakes program evaluations and develop and maintain appropriate program indicators related to Housing NWT homelessness programs.
- Provides advice on program changes related to homelessness programs.

**5. Works with non-government organizations, community and Indigenous government representatives on activities related to culturally appropriate housing and homelessness.**

- Represents the GNWT and Housing NWT on committees and groups that involve community partners working on housing instability and homelessness issues.
- Represents the GNWT and Housing NWT on the Coordinated Access governance initiative.
- Assists colleagues with working with governments in smaller NWT communities on approaches to help address homelessness in non-market communities.
- Maintains working relationships with key non-government organizations to better understand their operating pressures and to get advice and input on housing needs and homelessness activities.

**6. Develops and manages a rigorous evaluation agenda that supports the efficacy of existing housing programs and new programming, to ensure that they meet HNWT's mandate and priorities.**

- Supports the coordination and steering of evaluations conducted by consultants.
- Monitors client and community reaction to current housing programs.
- Recommends program policies, regulations and procedures for evaluation.
- Develops terms of reference for evaluation.
- Analyzes and evaluates relevant data, surveys and interviews, and conducts cost benefit and cost-effective analyses, as necessary.

**7. Provides expert advice to Senior Management and other GNWT departments, boards and other partners on issues associated with homelessness.**

- Oversees briefing notes, position papers, submissions, speeches, special reports, media releases and statements as required. Provides advice and support to colleagues on program delivery, policy and procedures.
- Represents the GNWT in federal-provincial-territorial forum on homelessness.

- Remains current on homelessness initiatives being undertaken in other provinces and territories, by the federal government and other countries.

**8. Develops policy and decisions instruments that support HNWT direction.**

- Prepares draft policy amendments and new policies for review and consideration by Senior Management.
- Reviews, evaluates and amends existing policies, programs and legislation.
- Analyzes pertinent documents such as research reports, studies, GNWT Mandate, Legislative Assembly proceedings, and correspondence.
- Solicits and incorporates District and Headquarters input into housing policy and legislation.
- Facilitates policy development and implementation across GNWT departments to ensure consistency of interpretation.

**9. Leads the development of learning initiatives that result in effective, responsible, and responsive shelter staff.**

- The Manager works with other Managers and the Director of Homelessness Programs, as well as not-for profit organizations to identify learning solutions within the areas of governance, strategic planning, operations, human resource development, and planning.
- Ensures that all training material and the delivery of training is people-centered, trauma informed.
- Develop and assess training courses, webinars and workshops on the delivery of services and programs within Homelessness shelters.
- Provides analysis, advice, and recommendations to communities on developing individual learning plans or group training.
- Seeks partnerships with other government departments to support community government learning and development.
- Review all regional learning and development initiatives before implementation through a culturally safe, trauma-informed, learner-centered lens.
- Keeps abreast of current learning and workforce development trends, best practices, and community governance issues.
- Provides expert advice and technical support to clients on workplace learning and development (including e-learning) practices.

**10. Supports overall Housing NWT activities related to homelessness programs and services.**

- Collaborates, when required, within HNWT on overall corporate activities including supporting the development of overall briefing material for the Minister's Office, participating in internal committees related to the operation of Housing NWT, and supporting the work of other Housing NWT units as required.

**11. Provides overall management of staff and resources for the unit.**

- Provides overall human resource management including assigning and supervising activities, recruitment and management of staff performance.
- Manages the financial resources of the unit, including completing required budgetary submissions and monitoring activities including variance management.

- Sets overall objectives for the unit and manages the completion of projects.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the Homelessness industry, corporate strategies, and policy and government service delivery.
- Knowledge of, or ability to acquire and apply knowledge of government processes, including business planning, main estimates, forced growth, capital planning, and FMB and Cabinet decision-making processes.
- Knowledge of residential school, trauma informed, and culture-based practices.
- Knowledge of and/or the ability to acquire and apply knowledge of Housing NWT policies and programs, *NWT Housing Act, Residential Tenancy Act and Social Assistance Act*.
- Knowledge of intergovernmental relations, indigenous governance, land claim and self- government negotiation.
- Knowledge of mental health, substance abuse best practices and programming.
- Knowledge of Income Assistance, Employment and Education programming.
- Knowledge and skills in management of human and financial resources and management of activities to achieve overall objectives.
- Strategic, conceptual and analytical thinking, including the ability to relate long-range visions and concepts to daily work environments.
- Critical thinking and decision-making skills.
- Ability to identify problems, assess, identify relevant issues, develop proposals, and propose effective solutions.
- Organizational, project management, writing and editorial skills.
- Skilled with computer software applications including Microsoft Word, Microsoft Excel, PowerPoint and Microsoft Outlook.
- Interpersonal and communications skills exercising significant tact and discretion.

- Administrative, coordinating and delegation abilities.
- Leadership and team building skills.
- Ability to provide trauma informed support and training.
- Time management skills and the ability to balance major initiatives concurrently, and amidst competing demands.
- Able to effectively manage multiple stakeholders in a complex, hierarchical organizational structure.
- Ability to prepare Requests for Proposals (RFPs); evaluate, select and manage contractors.
- Ability to facilitate and manage meetings.
- Ability to research, analyze and synthesize multiple concepts and priorities for presentation to Senior Management and other stakeholders.
- Ability to develop policy and conduct analysis, government operation of all levels and organizational design and structure.
- Ability to acquire/apply knowledge of northern governance structures, institutions,
- Ability to navigate government systems and administration.
- Ability to interact with other multiple levels of governments, departments, indigenous organizations and communities.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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

A degree in Social Work, public administration, business administration, or leadership, with three years of relevant experience and one year of supervisory/team lead experience.

Equivalent levels of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**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