

IDENTIFICATION

| Department | Position Title | |
|-------------------------------|---------------------------------------------------|--------------------------|
| Housing Northwest Territories | Manager, Homelessness Strategy and Implementation | |
| Position Number | Community | Division/Region |
| 93-13885 | Yellowknife | Policy and Planning / HQ |

PURPOSE OF THE POSITION

The Manager, Homelessness Strategy and Implementation leads the Government of Northwest Territories (GNWT's) strategic and implementation activities related to the GNWT Homelessness Strategy. This position is responsible to lead and manage interdisciplinary teams of professional headquarters and district project staff to support the development and management of homelessness projects, and to implement, in order to align organizational actions, plans and resources with business objectives and the development of plans to drive forward and execute that strategy.

SCOPE

Located in Yellowknife, the Manager, Homelessness Strategy and Implementation (Manager) reports to the Director of Policy and Planning (Director) and provides strategic advice, guidance and support to the President, Vice-Presidents and the Director in the area of homelessness. This position oversees operations of all of the NWT Shelters including two Inuvik Shelters, and supervises indeterminate and casual staff, as well as Homelessness Program Coordinator positions.

The Manager updates deputy minister committees in the implementation of the GNWT Homelessness Strategy and provides strategic advice, guidance and support to GNWT departments, non- governmental organizations (NGOs), Indigenous and municipal governments as well as persons experiencing housing loss and homelessness in the Northwest Territories (NWT).

The duties of this position have an impact on a range of stakeholders, including the Minister Responsible for Housing NWT and Addressing Homelessness, 23 Local Housing Organizations (LHOs), private landlords, GNWT departments, federal, municipal and community governments, Indigenous governments and organizations, NGOs and individuals experiencing

homelessness in each of the 5 NWT regions.

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.

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 manages contractors involved in contracts; directly supervises staff in the Homelessness unit, and influences management and staff from across the sector involved in strategy-related projects. Some travel may be required.

RESPONSIBILITIES

1. Leads Housing NWT's participation in the creation, iteration, and maintenance of Homelessness Strategy in the GNWT.

- Provides strategic advice to the GNWT Leadership.
- Manages the creation and maintenance of the Homelessness Strategy.
- Develops and communicates plans to drive forward the strategy.
- Ensures that all stakeholders adhere to the strategic management approach and timetables.
- Collates information and creates reports and insights to support strategy management processes.
- Contributes to 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.

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

- 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.
- 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.

3. Coordinates 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.
- Provides summaries of activities of the GNWT Homelessness working groups to SMC, and the President of Housing NWT to share with Deputy Ministers of Social Envelope Departments.
- Develops, monitors and maintains an inventory of departmental activity associated with homelessness and remains current on initiatives within other departments that

impact homelessness.

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

- Develops policies and procedures associated with the homelessness programs offered by Housing NWT.
- Manages the delivery of \$4.6 million annually in Housing NWT homelessness programs including the Homelessness Assistance Fund (\$125,000), the Small Community Homelessness Fund (\$200,000), Shelter Enhancement Fund (\$100,000), Northern Pathways to Housing (\$280,000), Emergency Overnight Shelters (\$3.0 million), Rapid Rehousing (\$400,000), Housing First (\$150,000) and Reaching Home federal funding (\$300,000).
- Supports the management of emergency overnight shelters including ensuring that appropriate shelter standards are in place and that agencies are providing effective service to the public. The manager may need to provide direct supervision of shelter staff in situations where Housing NWT needs to take control of a shelter for emergency reasons.
- 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 governments 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.
- Works 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 the corporate 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. Co-ordinates the development of housing research projects and related socio-economic studies in order to support the development of new programs or changes to

existing programs.

- Identifies research needs.
- Develops terms of reference for research projects.
- Identifies appropriate research methodologies and strategies for data gathering.
- Conducts and analyzes housing and socio-economic research including jurisdictional reviews and present the findings to Senior Management.

8. Provides expert advice to Senior Management and the Minister on issues associated with homelessness.

- Provides advice and prepare briefing notes, decision papers and other documents for Senior Management and the Minister Responsible for Homelessness on issues related to homelessness.
- 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.

9. Supports activities of the Minister Responsible for Housing NWT through the development of policy materials, corporate advice, and research.

- Assists in the development of policy materials including Executive Council submissions, Financial Management Board submissions, briefing materials for Session, briefings for Minister's community tours and Federal-Provincial-Territorial meetings
- Researches cross-jurisdictional policies and programs for relevance to NWT context.
- Assists in the development of speaking points, media lines and other communication messaging.

10. Develops policy and decisions instruments that support corporate direction.

- Develops policy and decision instruments including briefing notes, decision papers, option papers and discussion papers to support corporate direction.
- Prepares draft policy amendments and new policies for review and consideration by Senior Management.
- Monitors political, social, economic and demographic developments affecting housing in the Northwest Territories.
- 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.

11. Supports overall Housing NWT activities related to housing programs and services.

- Works within the NWT Housing Corporation 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 the Housing NWT, and supporting the work of other Housing NWT units as required.

12. Provides overall management of staff and resources for the Homelessness section.

- Provides overall human resource management including assigning and supervising activities, recruitment and management of staff performance.
- Manages the financial resources of the division, including completing required budgetary submissions and monitoring activities including variance management.
- Sets overall objectives for the division 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 program delivery and training.
- Time management skills and the ability to balance major initiatives concurrently, and amidst competing demands.
- Ability to collaborate, influence and lead. 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 speak in public, develop and deliver clear, effective presentations using a content and style adapted to and likely to influence the intended audience.
- 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 conduct research, data manipulation and analysis and program evaluation.
- 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, Nursing, public administration, business administration, or leadership, with five (5) years of relevant experience including leading strategic initiatives and one (1) year of supervisory / team lead experience.

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