



IDENTIFICATION

Department		Position Title	
Housing Northwest Territories		Program Development Specialist	
Position Number	Community	Division/Region	
93-16770	Yellowknife	Programs and District Operations	

PURPOSE OF THE POSITION

The Program Development Specialist participates in the research, design, development, implementation and communication, of the Housing Northwest Territories (NWT) homeownership and rental housing programs, and coordinates, monitors and evaluates the programs on an ongoing basis. In carrying out these duties, the position provides ongoing consultation, advice, and support to District Offices in order to achieve the Housing NWT's strategic objectives for providing homeownership programming that is responsive to community housing needs.

SCOPE

Located in Yellowknife the Program Development Specialist (Specialist) reports to the Manager, Rental Programs and LHO Operations (Manager), and monitors and ensures District Offices and community delivery agents have the necessary tools and training in order to deliver the programs effectively and efficiently.

The responsibilities of this position have an impact on all the Housing NWTs divisions and District Offices, Government of the Northwest Territories (GNWT) and Federal Departments and Agencies, Local Housing Organizations (LHOs), community governments, Indigenous organizations, financial institutions, homeownership clients and public housing tenants. The Housing NWT provides homeownership assistance opportunities in all communities and operates approximately 2,900 public and affordable housing units.

The magnitude of the budget impacted by this position exceeds \$50M composed of operating funding for subsidized housing programs, community rental housing operations, and District Office operations.

There is the requirement for a high level of detail in the development of work and the demand for services rendered by this position, and the incumbent experiences tight deadlines combined with competing priorities particularly during sessions of the Legislative Assembly.

This position works within a legislative and policy framework in accordance with Ministerial and Legislative Assembly priorities, the NWT Housing Corporation Act, applicable GNWT Acts, regulations, guidelines, policies and standards, Social Housing Agreement with the Canada Mortgage and Housing Corporation (CMHC), NWTHC community housing services agreements with community delivery agents including Local Housing Organizations (LHOs).

RESPONSIBILITIES

1. Develop housing programs and services that are responsive to the housing needs of clients and communities.

- Research and evaluate social housing programs that are offered in different provinces, as well as different countries, for possible application in the NWT.
- Consult with relevant stakeholders including: Housing NWT field staff; Local Housing Organizations (LHOs); Indigenous organizations; community governments, and the Canada Mortgage and Housing Corporation (CMHC) on development approaches to programming.
- Develop housing program proposals including program policies and guidelines for senior management review.
- Participate in the development and maintenance of computerized housing program systems which includes a comprehensive unit inventory system, client registry, public housing information, homeownership assistance, and the rent scale system.
- Monitor and evaluate existing housing programs for strengths and weaknesses, and develop recommendations for continued improvement.

2. Develop operational materials and tools for the implementation and delivery of programs.

- Develop detailed program materials including: manuals; policy; guidelines forms; agreements; delivery tools, and step-by-step procedures.
- Develop support and assessment materials including training modules for District staff and community delivery agents.
- Monitor and evaluate the use and application of program manuals for clarity and effectiveness and recommend enhancements where necessary to the Manager.
- Develop promotional materials that support and promote the delivery of housing programs.
- Develop program delivery schedules in conjunction with District and community delivery agents.
- Monitor and evaluate the implementation of all programs and identify areas for improvement. Prepare evaluation and assessment reports with recommendations for improving delivery.

3. Provide advice, expertise and training to District Program Staff and community delivery agents in the delivery of homeowner education programs in order to ensure uniform application and effectiveness.

- Assess training and skill development needs of District program staff and community delivery agents to determine the appropriate level of program support and training.
- Train program staff and community delivery agents in delivering the homeowner education programs as well as training in counseling skills.
- Research opportunities and alternative approaches to delivery of homeownership education programs; and explore new, innovative and cost-effective methods of education course delivery in remote communities.
- In collaboration with District Offices and community delivery agents, monitor and evaluate the homeownership education programs and identify areas for improvement.
- Prepare evaluations and reviews with recommendations for improving delivery.
- Periodically review homeowner education training materials through consultations with stakeholders, research, evaluations, and liaison with financial and technical experts, to ensure that education materials continue to meet the needs of the Housing Corporation's clientele.
- Collect resource materials and set up an internal 'resource centre' to be used by District staff and community delivery agents involved in implementing the homeowner education programs.
- Provide guidance and advice for queries regarding homeowner education, including financial planning, debt management, home purchase, and home maintenance/repair.
- Encourage information sharing and networking among District staff delivering homeowner education and counseling sessions through mini-workshops, tele-conferences, etc.

4. Foster a team approach within the operation of District Offices in order to ensure the effective delivery of housing programs.

- Support the preparation of information packages such as reports, briefing notes and other reports as required by senior management.
- Provide training to District Staff in order to provide advice and guidance on program delivery.
- Support District Offices in planning and preparing for consultations with community organizations and other stakeholders on housing program frameworks, policies and operating guidelines.
- Liaise regularly with District Offices to ensure that operational support concerns are addressed.
- Support the development strategies designed to further the development of the community delivery agents.
- Assists District Offices on a short-term basis in the event of temporary vacancies or the need for special assistance.

5. Regularly monitor and review data and reports on the various computerized systems to determine performance levels and identify non-compliance issues.

- Monitor the integrity of data input and usage by the District Office and community delivery agents to ensure to ensure accuracy and completeness.
- Monitor and audit various files to ensure program compliance and identify non-compliance issues with program policies and procedures.
- Monitor collection activities to ensure the processes are carried out in accordance with established policies and procedures. Includes the monitoring and processing Rental Officer Orders and repayment plans. Provide guidance and support to District Offices to resolve difficult client collection files including the referral of files to legal counsel.
- Support, plan and participate in the annual review of LHOs in accordance with the Housing NWTs annual review procedures. Includes the preparation of various reports such as an assessment of the strengths and weaknesses of program delivery activities. Recommend follow-up support and training as required.
- Assist in the development and coordination of workshops to improve data management and reporting.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

30-40% duty travel requirement to provide staff/community training, monitoring and evaluation; includes small and large aircraft along with winter road travel.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of government structure, policies and program services.
- Skilled in research, interpreting, analyzing, planning and organizing data/information, financial management, policy and program development, monitoring and evaluations.
- Knowledge in adult education, including workshop facilitation, curriculum development (including plain language documents), communication/publicspeaking and coaching.
- Communication and consultation skills, both orally and written in order to communicate effectively in meetings and through presentations in a workshop setting.

- Ability to solve complex problems and provide conflict resolution.
- Interpersonal, organizational, project management and training skills.
- Advisory and leadership skills.
- Ability to understand and apply statistical and economic data manipulation.
- Skills relating to computer programs including ACCESS, MS Word, Excel, PowerPoint Outlook, and Windows.
- Ability to develop operational materials and tools for the implementation and delivery of programs; produce clear, easy to understand and grammatically correct documents.
- Ability to learn, apply and understand the nature of public issues and Northern politics.
- 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 Sciences or Business Administration and two (2) years of relevant work experience in the area of program development.

Equivalent combinations 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