

IDENTIFICATION

Department	Position Title	
Housing Northwest Territories	Manager, Program Development	
Position Number	Community	Division/Region
93-17242	Yellowknife	Programs and District Operations / HQ

PURPOSE OF THE POSITION

The Manager, Program Development, manages the overall research, analysis, development, implementation, communication, coordination, evaluation and monitoring of housing programs that are responsive to Housing Northwest Territories housing needs, ensure a continuity of approach in the operations of District Offices to ensure the effective delivery and implementation of housing programs and services in communities through the provision of expert advice, compliance auditing, operational support, and training.

SCOPE

Located in Yellowknife, the Manager, Program Development reports directly to the Director, Housing Programs.

The duties of the position have an impact on all Housing NWT's 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. Housing NWT provides homeownership assistance opportunities to residents of the NWT living in 33 communities. Housing NWT also works in partnership with 24 communities for the provision of approximately 2900 public and affordable housing units.

The duties of the position are carried out in accordance with the 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), Housing NWT housing and maintenance programs and community partnership agreements; in order to meet community/clients' needs for housing, improve housing delivery and foster social, economic and community development.

The overall dimensions and accountability of this position are:

Housing Portfolio: 15,000 Private households
Financial: \$10M annual housing NWT Homeownership and rent subsidy programs
Human Resources: Program Development Specialist positions, including Intern
District Operations: 5 District Offices

RESPONSIBILITIES

1. Manage and coordinate the strategic planning, development, delivery and review of appropriate homeownership programs, and initiatives to residents of the Northwest Territories.

- Analyze and align Ministerial and Legislative Assembly priorities on social and economic issues that impact the delivery of housing, with housing programs.
- Identify priorities for changes to program policies and procedures and manage the development and implementation of changes.
- Manage the collection and analysis of housing data to identify trends and indicators of changing housing conditions.
- Provide expert advice and analysis to Housing NWT's senior management related to housing programs, including; development, delivery and performance measurement.
- Analyze data on the social and economic conditions of communities to develop strategies to respond to identified housing needs through programs.
- Ensure key stakeholders are involved in Housing NWT housing program analysis and development, including the necessary public and interdepartmental consultation on initiatives, and in activities involving case management approaches.
- Manage and coordinate Housing NWT's communications and public affairs activities as it relates to program development and delivery.
- Designs, develops, evaluates and provides strategic advice to senior management for the creation, amendment and future direction of housing program policies and procedures.
- Provide expert analysis and recommendations of national housing programs that may impact the Northwest Territories.
- Oversee the management of Housing NWT's existing mortgage portfolio that were initiated under previous programs.
- Oversee the management of the Canada NWT Housing Benefit (CNHB) program.

2. Evaluate, monitor and report on housing program delivery performances.

- Plan and implement a comprehensive process to ensure the systematic monitoring, review and evaluation of housing program delivery.
- Monitor and report on housing program delivery results, work plan objectives, delivery and operational goals.
- Manage and coordinate information resources to ensure system integrity by participating in systems development initiatives.
- Develop, implement and coordinate corrective action plans, and/or procedural changes, that respond to non-compliance and/or underperformance activities of District Offices.
- Review promotional material and manuals for all Housing NWT programs

3. Manage the development and coordination of processes that support the efficient operations of District Offices to ensure effective program delivery at the community level.

- Provide expert advice to District Office on operational procedures, policies and guidelines.
- Oversee the development and maintenance of District Office operation manuals.
- Develop, implement and report on processes to monitor and report on the operational and performance activities of District Offices.
- Oversee and manage compliance auditing and performance assessments of District Offices to ensure efficient operations and effective and consistent program delivery.
- Foster a team approach with District Office staff.
- Collaborate with senior District Office staff on the development of annual operational plans and budgets.
- Oversee the development and implementation of training of Division, District Office and LHO staff on operational and housing program delivery activities.
- Promote the integrity of Housing NWT housing programs by ensuring that District Offices have the necessary communication tools and processes to keep communities abreast of their effectiveness.

4. Supervise, motivate, mentor and evaluate subordinate staff in the unit. Manage and coordinate the day-to-day activities and supervision of staff.

- Develop and foster a team approach in the unit; includes fostering relationships between all units of the Divisions in Headquarters.
- Provide overall human resource management, including recruitment.
- Schedule and assign work to staff and monitor work in progress and work accomplishments.
- Undertake staff performance appraisals through discussion with incumbent in accordance with human resource policy.
- Request staffing needs, where required, through the Vice President Operations and Programs.
- Supports staff in developing and achieving goals in self-managed work plans.
- Develop and implement staff training plans where required.
- Develop and facilitate workshops for Division and District staff.
- Develop, review and update job descriptions for the Division and District Offices.
- Respond to queries by coordinating the collection of background information and preparing draft responses for review and approval by the Vice President.

5. Provide expert advice and recommend strategies to senior management, other GNWT departments, boards and other partners to ensure that appropriate action is taken to support programs and district operations.

- Oversee briefing notes, special reports, media requests and statements as required.
- Provide advice and support to District staff on program delivery, policy and procedures.
- Liaise with District Offices to ensure that operational support concerns are addressed.

6. Information Systems.

- Coordinate, monitor, and evaluate Housing NWT Information Management System (HCIMS) to ensure the system meets the requirements of District staff.
- Communicate with the Digital Care Committee to ensure HCIMS enhancements meet the needs of the department and are completed in a timely manner.
- Monitor the collection of electronic CRA information for HCIMS clients.

7. Coordinate the development, implementation and evaluation of the financial management, consumer credit and banking courses for home purchase in order to meet Housing NWT's goal of personal self-reliance to achieve greater accountability for shelter.

- Develop strategies for the provision of Housing NWT's education programs.
- Review existing education programs to ensure the material continue to meet the needs of the Housing NWT clients.
- Analyze and research homeownership education programs.
- Participate in the monitoring and evaluation of education programs to assess program effectiveness.

8. Coordinate the development, implementation and evaluation of Housing NWT's Tenant Education to ensure tenant success.

- Oversee the development and delivery of the Tenant Education to Housing NWT's Public Housing applicants and tenants.
- Plan and monitor the delivery of the program to ensure the program is achieving the intended goals.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent will be required to continually balance the demands for customer service, including special consideration for unique cases, confidentiality, with the realities of program resources, policies and precedents. The incumbent is exposed to tight deadlines combined with a workload that involves competing priorities and demands. Mental pressures increase during Ministerial community visits, prior to, and during sessions of the Legislative Assembly.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of management practices in the areas of strategic planning, financial resources and allocations, human resource management and leadership development.
- Knowledge of program planning, development and evaluation.
- Knowledge and demonstrated understanding of the social, political, and economic dynamics in northern and Aboriginal communities.
- Knowledge of policy research and development from the strategic planning state to approval and implementation.
- Knowledge of project management, problem solving, negotiating and conflict resolution.
- Knowledge and ability to analyze and interpret legislation, policies and procedures.
- Computer skills in word processing, database, spreadsheet and presentation software, as well as internet and electronic communications.
- Strategic thinking skills and judgement, as well as a demonstrated ability to research, analyze and synthesize multiple concepts and priorities are essential.
- Familiarity with processes and structures of third-party groups and non-government organizations.
- Written, interpersonal and verbal communication skills, including the ability to maintain professional decorum in difficult situations.
- Ability to coordinate, integrate and work cooperatively with a diverse team of individuals and multi-disciplinary professionals.
- Ability to work to deadlines and respond effectively to frequent changing deadlines.
- Ability to make effective decisions involving multiple considerations.
- Ability to manage politically sensitive, high-profile issues.
- Ability to operate professionally in a highly political and public environment.
- Ability to work effectively within a larger senior management team.
- Ability to build and maintain a good working relationship with colleagues throughout the GNWT and with partners of other governments and organizations.
- 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 university degree in Public Administration, Social Sciences or Business Administration and five (5) years of work experience in the development, implementation and evaluation of public programs and/or public policy, including one (1) year of supervisory or team lead experience.

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