

IDENTIFICATION

Agency	Position Title	
Housing Northwest Territories	Director, Homelessness Programs	
Position Number	Community	Division/Region
93-17707	Yellowknife	Homelessness Programs/HQ

PURPOSE OF THE POSITION

The Director of Homelessness Programs is accountable for providing strategic leadership and direction related to encampments, homelessness, transitional and supportive housing on behalf of the Government of the Northwest Territories (GNWT). This position establishes territory-wide strategies, program and service plans, including program standards, policies and procedures, as well as analysing, monitoring and evaluating the overall strategies and their implementation. The Director will work closely and collaboratively with senior GNWT officials, including deputy heads, as well as Indigenous Governments, community governments and not-for-profit organizations across the NWT to develop relationships and partnerships that are responsive to the NWT's needs. This will be strategically carried out in a manner that is consistent with both the GNWT's and Housing NWT's mandates and legislations.

SCOPE

The Director of Homelessness Programs reports to the President and Chief Executive Officer of Housing NWT (HNWT). The Director provides expert advice and guidance to the President and the Senior Leadership Team, as well as GNWT senior leaders to facilitate the establishment of effective programs and services across the NWT in homelessness, transitional and supportive housing. In addition, the Director is responsible for oversight, implementation, monitoring, and reporting of the homelessness strategy on behalf of the GNWT.

Success in achieving this mandate requires a collaborative governance approach to work in close cooperation with internal and external partners, including GNWT departments, service delivery providers within communities, municipal, Federal, Provincial/Territorial and Indigenous governments, non-government organizations and other interested groups. It will also require the Director to work across multiple sectors, including, social assistance, criminal justice, public safety, land management, and health and social services. Effective planning and execution of evidence-based change management approaches will be key to the success of these

efforts and will require the Director to use established competencies of change leadership, diplomacy, and effective stakeholder engagement.

Housing NWT 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 many facets of the Agency's mandate are made particularly challenging given the North's relatively complex operating environment, including cost of delivery, transportation, building conditions, need for increased local and regional construction capacity, low-income households, which presents unique demographic and socio-economic characteristics in comparison with the rest of Canada. Added to that is the vastness of the area served. The NWT covers 1.2 million square kilometers with a scattered population of approximately 40,000, living in 33 communities many of which are not connected by road and accessible only by air. As well, the population is ethnically diverse, falling into four major population groupings: First Nations (primarily Dene), Inuit, Metis, and other northerners. Due in part to this diversity, the Government of the Northwest Territories recognizes eleven official languages, 9 of which are Indigenous. Unlike elsewhere in Canada, the political landscape is extremely complex and evolving, with 4 settled land claim agreements, over 10 sets of active land, resources, and self-government negotiations and several trans-boundary negotiations. These are salient points as the GNWT prepares for jurisdiction to be drawn down by self-governments in a number of areas, including housing. Housing provision is intricate, technical and requires extensive program experience. Supporting Indigenous governments in their housing aspirations requires active knowledge transfer to be successful.

In light of this challenging mandate and complex operating environment, Housing NWT devises innovative and well-integrated solutions, which the Director of Homelessness Programs plays a central role in developing. The Director, in developing these solutions, leads through the consideration of the following factors:

- lateral, systems-wide thinking in support of program integration wherever possible;
- holistic and multi-disciplinary approaches to complex problem areas;
- leaner, more efficient service delivery;
- well-defined project charters, including implementation plans and pre-approved budgets for larger corporate projects;
- evidence-based decision-making;
- solid research supporting the organization's mandate;
- matrix management and inter-corporate collaboration;
- transparent communication in support of public accountability;
- clearly articulated roles and responsibilities between the Corporation and its delivery agents
- strategic partnerships across sectors, communities and government agencies.

The Director also provides guidance and direction to all managers and staff of the Division in the areas of encampments, homelessness, transitional and supportive housing. It is essential that the Director collaborates with GNWT departments due to the ever increasing need to combine resources to resolve mutual problems, and to ensure that programs and services are integrated.

The Director is responsible and accountable for developing multi-year action and financial plans, administering funding, and annual reporting for federal funding agreements related to encampments, homelessness, transitional and supportive housing. This is achieved by working collaboratively with federal partners, Indigenous governments, not-for-profit organizations and Senior Managers to identify and achieve integration of partner and GNWT priorities. The Director manages financial and human resources to ensure funding is allocated in alignment with the strategy and action plans, and ensures monitoring and reporting are in alignment with GNWT fiscal policies and processes and terms of the agreements.

The Director works within a legislative and policy framework and carries out their responsibilities in accordance with Government of the Northwest Territories (GNWT) acts, regulations, policies, and procedures that include but are not limited to the *Financial Administration Act*, *Public Service Act*, and the *Housing Northwest Territories Act*. The Director will ensure their staff are trained and adhere to client privacy and information sharing regulations as defined in the *Access to Information and Protection of Privacy Act*. The Director will also ensure staff respect human resources policies laid out in the Human Resource Manual, Staffing Appeals Regulations and various other government policies and legislation.

DIMENSIONS

- Reporting Positions (3 direct, and approximately 57 indirect)
- Compensation & Benefits (\$4,430,000)
- Operations & Maintenance (\$2,729,000)
- Grants & Contributions (\$11,691,000)

RESPONSIBILITIES

1. Upholds and consistently practices personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.
2. Develops partnerships and ensures appropriate engagement and collaboration with key partners, stakeholders and service users in the design and development of programs and services, policies, and initiatives.
3. Works with GNWT Departments to establish and implement strategic priorities as they relate to encampments, homelessness, transitional and supportive housing within the

housing continuum, to ensure the effective integration of these services within the GNWT for the benefit of all clients and communities.

4. Leads policy development, funding frameworks, interagency and interdepartmental collaboration to support system-wide transformation in regard to encampments, homelessness, transitional and supportive housing. This includes collaborative agreement of service delivery priorities, development of staffing models, and territory-wide resource planning to optimize service delivery impact in a multi-disciplinary team environment.
5. Leads the implementation and continuous improvement of territorial standards and policies for homelessness programs and services to ensure these services adhere to legislation and policy, are consistent with government strategic priorities, are person-centered and culturally respectful and safe, and are aligned with best practices.
6. Leads GNWT Departments to implement territorial standards and policies for transitional and supportive housing programs and services to ensure these services adhere to legislation and policy, are consistent with government strategic priorities, are person-centered and culturally respectful and safe, and are aligned with best practices.
7. Develops performance monitoring frameworks in collaboration with system partners and ensures indicators for homelessness, transitional and supportive housing services are collected, analyzed, and reported to demonstrate whether the programs and services are meeting objectives. This will be done in collaboration with the NWT Bureau of Statistics.
8. Provides recommendations on gaps that should be addressed in legislation, regulations and/or policies within HNWT and with GNWT departments to support best practices in the delivery of homelessness, transitional and supportive programs and services.
9. Provides policy, strategic and communications advice to the senior management team, including the President/CEO and Minister, as well as GNWT senior leaders.
10. Represents HNWT and GNWT in high-level engagements with Federal Government, Indigenous Governments, community governments, NGOs, and federal partners.
11. Organizes and where appropriate leads cross-functional agency and inter-agency activities as directed by the President/CEO.
12. Leads, monitors, implements, and reports on strategic activities and action plans for homelessness, transitional and supportive housing programs.
13. Provides leadership, direction and support to the Divisional team to ensure the vision and objectives of HNWT and whole-of-government initiatives led by the Division are clearly articulated and implemented to improve services. This includes the delivery and administration of programs and services.

14. Supports the development of communities of practice, engaging those teams and professions jointly involved in delivering health services within and between the regions to ensure that high quality, accessible and effective services are being delivered to the people of the NWT. Leverages expertise available within the regions to share knowledge and progress already made in the development of tools, resources, and requirements for health programs.
15. Ensure the Division's financial and human resources are effectively managed and in compliance with HNWT and GNWT policies and procedures.
16. Establishes conditions that support a healthy workplace, optimal performance and development of staff through performance management, human resource planning, creation of positive learning environments and planning for change.
17. Participates constructively in the senior-management team of the Agency.
18. Ensures the successful rollout of any major system wide initiatives and projects, in collaboration with privacy, information security and technology staff.

WORKING CONDITIONS

Assumptions are that the incumbent is reasonably suited to the job, and performs competently, and that all appropriate measures have been taken to mitigate undesirable working conditions;

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

Frequently interacts with individuals who hold strong views which may be inconsistent with HNWT and GNWT overall direction. The incumbent may be exposed to serious incidents concerning clients of shelter and encampment services.

There are considerable demands placed upon the incumbent by internal and external stakeholders to quickly develop solutions and achieve results. The incumbent experiences very tight deadlines, and competing priorities within a politicized work environment where decisions can have far-reaching outcomes.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of relevant legislation and regulations, and the ability to acquire knowledge of how they apply to carrying out the duties of the position and program delivery within HWNT and its partners.
- Knowledge of budgeting, government budgeting processes, financial analysis and reporting including the ability to prepare financial reports.
- Knowledge of research and analysis and understanding of the methods for incorporating best practice, program and service delivery evidence into practice
- Organizational, time management, analytical, facilitation and presentation skills.
- Ability to acquire knowledge of the Collective Agreement, competency-based performance, and labor relations within the context of the GNWT employment environment.
- Ability to build and maintain excellent working relationships with colleagues in the GNWT, with colleagues working across multiple systems in the Agency, and with partners outside of the Agency.
- Ability to build and maintain working relationships with representatives of Indigenous governments.
- Ability to commit to fostering a culture that embraces diversity and promotes inclusion and challenges longstanding norms that perpetuate inequities within society and the GNWT workforce.
- Knowledge of the impacts of colonization, institutional and structural racism and biases have had on society and the Indigenous population.
- Knowledge of policy development, communication planning and strategic planning and an ability to apply this knowledge in a rapidly changing and challenging environment within a complex governance structure.
- Knowledge of and ability to apply generally accepted approaches to accountability planning, monitoring and reporting, including an ability to adapt to evolving governance structures.
- Ability to acquire knowledge of intergovernmental affairs processes and protocols.
- Ability to lead and motivate staff in a cross-cultural environment.
- An ability to represent the Agency and its position accurately and professionally in a variety of consultations, meetings, presentations and other situations.
- Organizational skills for coordinating and managing large initiatives.
- Interpersonal skills for directing and coordinating activities at multiple levels and communicating positively with professionals at all levels of the organization.
- 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:

Completion of a university degree in the social sciences or a related field, plus 7 years of relevant experience, including at least 3 years of experience managing people and resources.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ 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