

## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Housing Northwest Territories	Manager, NWT Shelter Operations	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
93-17731	Yellowknife	Homelessness Programs

## **PURPOSE OF THE POSITION**

The Manager, NWT Shelter Operations is responsible for the implementation of a person-centered approach in the delivery of Shelter Services and Programs across multiple sectors for Northwest Territories (NWT) residents. 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 and reporting to the Director of Homelessness Programs, the Manager, NWT Shelter Operations is a position accountable for the integrated care for vulnerable persons accessing services at Shelters and Sobering Centres operated by Housing NWT (HNWT) or external operators across the NWT to ensure NWT residents accessing shelter services and programs receive appropriate services for their complex needs.

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, NWT Shelter Operations is responsible for coordinating efforts amongst all key partners, including shelter operations, not-for-profit organizations, and community and Indigenous governments. The Manager ensures that service agreements are signed, monitored

and renewed with service delivery organizations to operate shelters on behalf of HNWT.

The position also provides leadership and direction to the Shelter Managers and Supervisors. This position also ensures that all Shelter staff are trained appropriately. The position manages contractors; directly supervises staff in the Homelessness Operations' unit, and influences management and staff from across the sector involved in strategy-related projects. Some travel may be required.

The Manager ensures that all programs and services offered in the shelters operated by HWNT 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.

The Manager also ensures Shelters are compliant and operate within the federal and territorial legislation and policy framework. 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. Leads the delivery, coordination and systemization of integrated care for vulnerable persons.**
  - Develops and establishes procedures and operating guidelines for shelters that respect HNWT's established policies.
  - Ensures that work and activities stay focused and on track and that projects are implemented within required timeframes.
  - Ensures that shelter operators adhere to the strategic management approach and timetables.
  - 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.
  - Ensures all services and programs are in compliance with local, territorial and federal legislative frameworks.
  - Conducts quality assurance reviews on all business processes.
- 2. Provide leadership and direction to all staff of emergency shelters operated by Housing NWT in order to achieve the desired level of programs and services.**
  - 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.
  - Advises and assists on homelessness funding programs and services, including on project

applications.

- Advises and assists on capital funding proposals and projects for the development of new homelessness or community housing projects.
- Develops and maintains appropriate program indicators related to Housing NWT homelessness programs.
- Develop and administer contracts with organizations, consultants, and contractors.
- Monitor and analyze the budgets and expenditure ensuring that the GNWT financial guidelines and practice are conformed, and financial records are maintained.

**3. Coordinates and ensures the delivery of homelessness training courses, workshops and webinars.**

- Coordinates delivery of developmental opportunities, including workshops within the assigned geographical area.
- Collaborates and advises on the development of training materials so that they are developed in a manner that is easily delivered and understood within the smaller communities in NWT
- Ensures staff are aware of homelessness funding and programs and ensure they are promoting these to the shelter clients.
- Provides training and support to Housing NWT funded Shelters, including arranging Quarterly training for shelter staff.

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

- 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.
- Supports and monitors business continuity planning related to emergency preparedness for all homelessness shelters.

**5. Supports the evaluation of homelessness programs and services, 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 homelessness programs.
- Recommends program policies, regulations and procedures for evaluation.
- Supports the implementation of a dedicated data reporting tool in shelters.

**6. Supports overall Housing NWT activities related to homelessness and transitional 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.
- Collaborates with colleagues on related homelessness and transitional housing initiatives.

**7. Provides overall management of staff and resources for the shelter operations' 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 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.
- 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 facilitate and manage meetings.
- Ability to acquire/apply knowledge of northern governance structures, institutions,
- 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 including and one year of supervisory/team lead experience.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**Position Security**

- No criminal records check required
- X 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