



**IDENTIFICATION**

<i>Position Number</i>	<i>Position Title</i>		
93-2560	Manager, Programs		
<i>Department</i>	<i>Division/Region</i>	<i>Location</i>	
NWT Housing Corporation	Beaufort Delta District	Inuvik, NT	

**PURPOSE OF THE POSITION**

*(Main reason why the position exists, in what context and what is the overall end result).*

To provide overall planning, implementation, coordination and assessments as it relates to housing program delivery to the Local Housing Organizations and District's Program Advisors, in accordance with NWT Housing Corporation Act, Corporation's program policies, procedures and operating manuals and Community Partnership Agreements, in order to meet community / client needs for housing, improve housing delivery and foster community development.

**SCOPE**

*(Describe in what way the position contributes to and impacts on the organization).*

This position is located in the Housing Corporation's Beaufort Delta District Office in Inuvik. The incumbent reports directly to the District Director and functionally to the Manager, Housing Programs in headquarters. The duties of the position have an impact on the Beaufort Delta District Office, Local Housing Organizations, Community Governments, GNWT Regional Offices, Local Financial Institutions, Contractors and individual Corporation clients in the Beaufort Delta District.

The incumbent is responsible for the delivery of housing programs in eight (8) different communities in the Beaufort Delta District. The magnitude of the budget impacted by this position is \$ 2.2 million in Capital, \$ 10.2 million in Local Housing Organization's funding and \$ 11.3 million in mortgages and loans.

There are three (3) employees reporting to this position.



## **RESPONSIBILITIES**

*(Describe major responsibilities and target accomplishments expected of the position. Describe the typical problems encountered in carrying out the responsibilities. For management positions, indicate the subordinate position(s) through which responsibilities are accomplished).*

- Provide advice, expertise and training to Local Housing Organizations in the area of housing programs delivery in order to meet community needs for housing, improve housing delivery and foster community development.

### Main Activities

1. Negotiate and manage the Partnership Agreements with the Local Housing Organizations for the delivery of housing programs.
  2. Monitor and assess the Local Housing Organizations' strengths and weaknesses to determine appropriate level of support and training required.
  3. Develop an appropriate training and development plan to enable the Local Housing Organizations to directly deliver the housing programs outlined in the Community Partnership Agreements.
  4. Provide guidance and assistance to Local Housing Organizations in the basic areas of human resource management, including recruitment, performance reviews and staff development, and refer the more complex areas to the Manager, Human Resources in headquarters.
  5. Develop and facilitate workshops for Board members and staff development.
  6. Assist in the preparation of Local Housing Organization's budgets and monitor expenditures against budgets.
  7. Provide advice and assistance to Local Housing Organization's in developing multi-year plans to identify and address community-housing needs.
- Plan, coordinate and implement the delivery of homeownership programs, in order to meet client's needs for housing.

### Main Activity

1. Organize promotional activities for annual program delivery cycles.
2. Recommend approval and commitment of financial resources for projects and clients.
3. Negotiate block-funding arrangements with community groups for the repair or construction of units.
4. Resolve community based issues at the community level and resolve disputes related to client eligibility.
5. Monitor and assist staff in the delivery and administration of the homeownership programs.



- Plan and coordinate community and district staff input regarding the development and delivery of the Corporation's housing programs to ensure that current and new programs are designed to meet community / client needs.

Main Activities

1. Liaison and consult with community organizations on housing programs and projects through public meetings and workshops.
  2. Consult with District staff regarding the housing programs and its delivery, to solicit ideas for improvement.
  3. Evaluate the ongoing delivery of housing programs with the intent of achieving program objectives and identifying areas for improvement.
  4. Develop and implement new program regulations and procedures to enhance the delivery of the programs in the communities with the approval of the District Director and the Manager, Housing Programs in headquarters.
- Manage the activities of the Program Advisors team including the administration and supervision of staff.

Main Activities

1. Develop and foster a team approach for program delivery (Program / Technical).
  2. Co-ordinate with the District's Technical Manager the operational plan for the programs and monitor the implementation of the plan.
  3. Interpret program policies and regulations for District staff and the public and seek assistance from the Manager, Housing Programs in headquarters where necessary.
  4. Develop and implement staff training modules for staff trainees.
  5. Co-ordinate the collection of background information and prepare draft briefing notes, issue papers and CEC decision papers for District Director's review and approval.
  6. Co-ordinate the preparation of Community status reports and other reports as required.
- Act as a member of the District's Senior Management team to plan and co-ordinate budget development and program targeting and delivery for the district.



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## **KNOWLEDGE, SKILLS AND ABILITIES**

*(Describe the level of knowledge, experience and abilities that are required for satisfactory job performance).*

- Interpreting, analyzing, planning and organizing data / information skills. Financial management skills, including budgeting and accounting. This level of knowledge is normally acquired through a University degree in Social Sciences or Business Administration with a minimum of 3 years in management in a related field.
- Knowledge of government structure, policies and programs and services.
- Working knowledge in computer software application using PC software, ACCESS, MS Word, Excel and Windows.
- Strong interpersonal skills and the ability to solve complex problems and provide conflict resolution.
- Excellent communication skills, both orally and in writing, in order to communicate effectively in meetings and through presentations in a workshop setting.
- Ability to operate effectively in cross-cultural environment.

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## **WORKING CONDITIONS**

*(List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands).*

### **Physical Demands**

*(Indicate the nature of physical effort leading to physical fatigue).*

Most of the incumbent's time is spent in a sitting position with frequent opportunity to move about.

### **Environmental Conditions**

*(Indicate the nature of adverse environmental conditions to which the incumbent is exposed).*

The incumbent works most of the time in a generally comfortable work environment. The incumbent does experience moderate level of travelling to isolated communities, which requires the individual to travel on small airplanes.

### **Sensory Demands**

*(Indicate the nature of demands on the incumbent's senses to make judgments through touch, smell, sight and hearing and judge speed and accuracy).*

The incumbent requires normal use of senses (seeing and hearing) in order to perform the day-to-day activities of the position. Extensive use of computer requires focused concentration.

### **Mental Demands**

*(Indicate conditions that may lead to mental or emotional fatigue. See User Guide for examples).*

High degree of stress can result from dealing with the high expectations of clients to solve their housing problems in a climate of reduced funding and sensitive political environment. The incumbent is exposed to tight deadlines and a heavy workload with competing priorities and demands. Since this is a travelling position, the incumbent will experience moderate level of disruption in lifestyle caused by work schedules and travel.