



IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
93-4556	Manager, Programs	
<i>Department</i>	<i>Division/Region</i>	<i>Location</i>
NWT Housing Corporation	South Slave District Office	Hay River, NT

PURPOSE OF THE POSITION

As a member of the senior management team of the District Office, the Manager, Programs, plays a key role in setting priorities and objectives and contributes to the preparation of plans and budgets – for all activities related to the implementation and delivery of the Northwest Territories Housing Corporation's programs and services at the regional and community level. As this is a management position, the incumbent is accountable to contribute to the overall performance of the District Office by managing these activities in an effective and efficient manner as measured by the delivery of programs and services to those with the greatest housing needs in accordance with established budgets, policies and procedures.

The incumbent manages a programs team and therefore provides leadership, mentorship, and guidance, in order to ensure the programs team delivers community housing programs, and carries out their activities, strategically and in a responsive manner. As activities involve the provision of housing, and housing assistance, either directly or through community agents, the incumbent is accountable to provide monitoring and support as required to achieve positive outcomes. As the Housing Corporation holds a diverse community housing portfolio for the delivery of housing, and delivers a diverse array of housing programs, the incumbent is responsible to ensure policies and procedures are effectively utilized, loan administration and collection practices are consistent, and public awareness of Housing Corporation programming is promoted on an ongoing basis.

SCOPE

This position is located in the Housing Corporation's South Slave District Office in Hay River. The incumbent reports directly to the District Director and has a functional reporting relationship to the Manager, Housing Programs and District Operations, who is located in the Housing Corporation's headquarters in Yellowknife. The duties of the position have an impact on the Housing Corporation, the District Office, individual Northwest Territories residents, tenants and Housing Corporation clients, Local Housing Organizations (LHOs), Community Governments, Government of the Northwest Territories (GNWT) Regional Offices, local financial institutions and contractors.

The incumbent is responsible for the management, implementation and delivery of housing programs in seven (7) communities in the South Slave District. The magnitude of the budget impacted by the position is \$2 million in program assistance programs, \$ 5.58 million in funding for the Public Housing



Program, and a portfolio of \$12.1 million of mortgages and loans.

The Manager, Programs works within a legislative and policy framework and carries out his/her responsibilities in accordance with, but not limited to, the GNWT acts, regulations, policies and department and agency procedures that include but are not limited to the *Financial and Administration Act*, *Public Service Act*, the *Northwest Territories Housing Corporation Act*, the *Public Service Act* and the *Residential Tenancies Act*, as well as, Housing Corporation policies and procedures.

There are three (3) subordinate Programs Advisor positions that are direct reports to the Manager, Programs.

The Manager, Programs oversees the social public housing delivery of four LHOs, and three communities that do not presently have organized local housing delivery capacity.

RESPONSIBILITIES

Lead, manage, motivate, mentor and evaluate subordinate staff by coordinating day to day activities of the District's Programs section including administration duties.

- Develop and foster a team approach in the District including fostering relationships between Programs and District Operations in headquarters, and LHO Managers and staff.
- Develop and co-ordinate with the District's Technical Manager and District Controller an annual operational plan for the delivery of homeownership construction/repair projects. Monitor the implementation of the plan.
- Interpret legislation and regulations, as well as, program policies and procedures for staff and the public; seek assistance from District Director and/or Headquarters (HQ) when required.
- Review and recommend for approval the District's housing programs assistance files and analyze the impacts on: the District's budget; technical services capabilities, and; communities within the South Slave District.
- Schedule and assign work to District staff and monitor work in progress and work accomplishments.
- Approve all time/leave requests and conduct annual performance reviews of District Programs staff.
- Develop and implement staff orientation programs and training plans when required. Develop and facilitate workshops for District staff.
- Make recommendations to the District Director regarding training and development of employees.
- Develop, review and update job descriptions for the District Programs staff as required.
- Coordinate the collection of background information and prepare draft briefing notes, issue papers, client enquiries requests for District Director's review and approval; Co-ordinate the preparation of community status reports and other reports as required.



Participate in the District's Senior Management team to plan and coordinate budget development and program targeting and delivery for the district.

- Provide expertise and advice to the District Director regarding housing program needs and delivery within the South Slave District.
- Assist the District Director by planning and coordinating community and District staff input regarding the development and delivery of the overall District operational plan.

Provide advice, expertise and training to LHOs (including community delivery partners) in the areas of housing programs delivery in order to meet and improve upon community/client housing needs, foster community development.

- In coordination with Headquarters, may assist in the negotiation and management of the Partnerships/Community Service Agreements with the LHOs for the delivery of social, market and homeownership programs.
- Monitor and assess LHOs strengths and weaknesses to determine appropriate level of support and training required.
- Develop an appropriate training and development plan enabling LHOs to directly deliver the housing programs outlined in the Community Partnership Agreements.
- Provide guidance and assistance to LHOs in the basic areas of human resource management, including recruitment, performance reviews, staff development, and job descriptions.
- Develop and facilitate workshops for Housing Board Members and staff training and development.
- Assist in the preparation of LHOs housing budgets and monitor expenditures against budgets.
- Provide advice and assistance to LHOs in developing multi-year housing delivery plans to identify and address community-housing needs.
- Provide restructuring advice and assistance to LHOs as required.
- Participate as a member of a team that conducts LHO operational, compliance and management reviews as necessary.

Plan, coordinate and implement the delivery of social and homeownership programs in order to meet clients' needs for adequate, suitable and affordable housing.

- Organize and deliver promotional activities for annual program delivery cycles for staff and to increase community awareness and understanding of housing programs' offerings.
- Recommend approval and commitment of financial resources for housing projects and clients.
- Provide input into funding arrangements with community groups for the repair or construction of housing units.
- Resolve or participate in the resolution of community housing issues at the community level and resolve disputes related to client eligibility.
- Foster the development of housing markets and access to market financing options in communities.
- Develop and implement client specific financial counselling strategies for Programs staff to assist clients to access homeownership programs and third party conventional financing.



- Review program/project proposals and budgets and recommend adjustments and/or approvals.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated ability to lead, manage, direct and motivate individuals and facilitate decision-making.
- Knowledge and ability to interpret, analyze, plan and organize data/information.
- Possess strong financial management skills, including budgeting and accounting.
- Knowledge of government structures, programs and services with an ability to analyze and interpret legislation, policies, and procedures.
- Good computer skills in word processing, database, spreadsheet, and presentation software, as well as Internet and electronic communications.
- Knowledge, skills and abilities of project and program management, problem solving, negotiating and conflict resolution.
- Strong interpersonal skills in order to manage a diversity of staff, clients, contractors and corporate relationships.
- Excellent communications skills both orally and written, in order to communicate effectively in meetings and through presentations in a workshop setting while operating effectively in cross-cultural environment.
- Demonstrated ability to develop, build and maintain a strong working relationship with others; internal and external colleagues, private industry, financial institutions, Aboriginal organizations, NWT residents, clients and tenants.
- Ability to exercise tact and diplomacy in dealing with sensitive issues.
- Ability to manage workloads including multiple assignments with potentially conflicting priorities while ensure that the District Director's/Housing Corporation's needs are addressed.
- Ability to work under minimal supervision and to think quickly in high stress situations.
- Excellent time management skills and the ability to meet deadlines while working effectively with others in accomplishing tasks.
- NWT Driver's Licence- minimum class 5.
- This position is designated as a "preferred bilingual" position (Languages: English + one of the designated Indigenous Aboriginal Languages of the District).

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

The knowledge, skills and abilities for the above noted are typically acquired through the completion of a university degree in public administration, social science or business administration with a minimum of three (3) years of work experience in the development, implementation and evaluation of public programs and/or public policy, two years (2) of which include supervision of staff; or a diploma in, public administration, social science, or business administration, plus a minimum of five (5) years development, implementation and evaluation of public programs and/or public policy work experience, two years (2) of which include supervision of staff



WORKING CONDITIONS

Physical Demands

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

Environmental Conditions

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

Sensory Demands

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 and may cause eye strain.

Mental Demands

High degree of stress can result from dealing with the high expectations of NWT residents/tenants/clients to solve their housing problems in a climate of reduced funding. There is the potential of residents/tenants/clients housing needs being raised at the political level which creates a sensitive political environment. The incumbent is exposed to tight deadlines and heavy workloads with competing priorities and demands during the program delivery cycles. Clients can be abusive and confrontational.

As the Incumbent is expected to travel, he/she will experience a moderate level of disruption in lifestyle caused by work schedules and travel.

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

Official Language Considerations (check one)

- ☒ Not required
- ☐ Bilingual required (state language): _____