



IDENTIFICATION

Department	Position Title	
NWT Housing Corporation	District Director – Sahtu	
Position Number(s)	Community(s)	Division/Region(s)
93-5114	Norman Wells	Sahtu District

PURPOSE OF THE POSITION

The District Director is responsible for providing the direction, strategic leadership and management of the implementation and delivery of all Northwest Territories Housing Corporation programs and services at the regional and community level. This needs to be strategically carried out in a manner that is consistent with the Housing Corporation's mandate and also with the unique needs of the District. The District Director leads the district staff in being proactive and fostering capacity building and community development.

The District Director holds the overall accountability to ensure the effective delivery of the Housing Corporation's programs and services in the communities within the district. The District Director works within, and enforces, the corporate framework of policies and procedures that govern the Housing Corporation's primary programs including the *Public Housing Program* and the *Housing Choices* program.

Through the direct delivery of programs and services by the district office, or through community partners to the residents of the NWT, the District Director's objective is to fulfill the Housing Corporation's mandate while fostering capacity building and community development. This includes all aspects of program oversight: acquisition of land, contract preparation, tendering and awarding of major and minor capital projects, and the construction and repair of units, which includes public housing, market housing, special projects such as RCMP housing and all homeownership programs. The District Director is also accountable to ensure that the program agreements from previously offered programs are adhered to by both the Housing Corporation and the NWT residents who received those programs. Thereby, the District Director oversees the capacity development of individual residents of the NWT in being successful tenants or homeowners.

As a senior corporate representative in the district, the District Director must ensure that the Housing Corporation is viewed in the best possible light while maintaining the integrity of the Housing Corporation and its programs and services. The District Director must take into account the specific cultural, political, and linguistic characteristics of the district while remaining accountable for managing resources in an effective, efficient and timely manner.

The position works within a legislative and policy framework and carries out its responsibilities in accordance with the Government of the Northwest Territories (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 Act, and the Residential Tenancies Act as well as a number of supporting regulations and related policies and procedures.

SCOPE

The position is located in Norman Wells and reports to the Vice-President, Programs and District Operations in Yellowknife.

This is a critical position in the organization as it is the front line for programs and service delivery in the region. The District Director is highly accessible to local politicians, community leaders, bands, self-government organizations, contractors and residents and must be able to respond to issues and situations under close scrutiny.

The duties of this position have an impact on several regional and community organizations including: Local Housing Organizations (LHOs), Government of the Northwest Territories (GNWT) Departments, Aboriginal organizations, and community governments. The District Director is a member of the Housing Corporation's Senior Management Committee and a member of the Sahtu Regional Management Committee. The objectives and work completed cooperatively with the above organizations is undertaken to positively impact the lives of the residents of the region. The coordinated effort is to ensure that the needs and the voice of the residents are heard through the various organization's perspectives. Thereby developing cohesive programs that are responsive to the resident's immediate and future needs.

As a member of the Senior Management Committee, the incumbent participates in setting priorities and objectives and contributes to the preparation of departmental business plans and budgets for submission to the Financial Management Board. This position provides expert advice and practical insight in the preparation of the Corporation's vision, mandate and goals.

The overall dimensions and accountabilities of this position are:

i.	Housing Portfolio	467	Includes: private homes, market rental unit, public housing units, and 3 rd party projects.
ii.	Financial	\$18,755,000	Includes: funding for operations, program delivery, and capital.
iii.	Human Resources	9.5 positions	Responsible for the work of 8.5 subordinate positions, 4 of which are direct reports. 2 of the direct reports are management positions including a District Controller and a Manager – Technical.

The Sahtu District is composed of five communities with the head office located in Norman Wells.

RESPONSIBILITIES

1. Direct, lead and participate in activities that promote the Housing Corporation's programs and services at the regional and community level in order to improve public awareness.

- Actively participate in regional leadership meetings, assemblies, community meetings, and consultation sessions, to provide opportunities for interaction, comments and feedback in order to improve communications, and to improve and promote the Housing Corporation's programs and services.
- Attend LHO meetings, LHO annual general meetings, and various community meetings, to discuss the activities of the Housing Corporation.
- Participate in various community and regional activities that support program development, program policies, service delivery, etc.
- Participate and collaborate with other GNWT Departments, Boards and Agencies on regional matters such as emergency management and Regional Management Committees.
- Provide input to senior management in the development and delivery of the Housing Corporation's housing programs and services to ensure that current and new initiatives are designed to meet the housing needs of communities and regions.
- Lead district research projects, special initiatives, and other projects that support the development of housing in communities.
- Provide key advice to the Vice President, Programs and District Operations on key issues and activities that are occurring in the district. This information may be used for the preparation of briefing notes, issue papers, community status reports, Policy Review Committee Submissions, Cabinet and Standing Committees submissions and discussion papers.
- Promote a positive working environment in the district office and in LHOs through activities that recognize employee achievements, program and project accomplishments, awards, certificates, etc.

2. Direct, lead and implement initiatives that promote and develop capacity at the district and community level.

- Engage with regional and community stakeholders on capacity building initiatives in order to build sustainable and vibrant communities.
- Implement and administer regional and community programs and initiatives that promote training and education in housing operations.
- Ensure that training and employee development opportunities are at an optimum level in the delivery of the Housing Corporation's projects and programs.

3. Accountable for the administration of the Housing Corporation's financial resources in the district.

- Ensure the financial controls of the district office are being followed in accordance with

established processes and procedures of the Housing Corporation and the GNWT. This includes the monitoring of financial controls of delivery agents as outlined in the partnership agreement.

- Monitor and enforce the collection of mortgage receivables and rent receivables on a timely basis for the Housing Corporation's programs.
- Implement, monitor, and enforce the Housing Corporation's *Mortgage Collection Plan* based on the principles of consistency and client education.
- Implement and manage the district's capital and operating budget as per the approved annual plan established and approved by the Housing Corporation.
- Ensure the district office promotes the importance of safeguarding the Housing Corporation's financial assets and that processes are being adhered to prevent fraud, theft, or mismanagement of financial resources.

4. Directs and leads the operations of the district office in the delivery of the Housing Corporation's program and services.

- Directs, administers and monitors the community delivery of the *Public Housing Program* to ensure that: the delivery agent is abiding by the terms of the Universal Partnership Agreement; the policies and procedures established for the program are being followed and applied consistently; and, the program is being delivered in the most effective and efficient manner.
- Implement the direct delivery of homeownership programs, including the *Housing Choices* program, which involves the monitoring of application/intake scheduling, budget targets by community, data processing, application management, client and project management.
- Monitor the delivery of the *Market Housing Program* and 3rd party projects in the district.
- Oversee the management of the Housing Corporation's existing portfolio of projects and programs that were initiated under previous programs and initiatives. Implement and oversee the delivery of various new program initiatives in the district.

5. Accountable for the management and safeguarding of the Housing Corporation's assets in the district.

- Ensure the Housing Corporation's assets are safeguarded at an optimum level. This includes emergency preparedness planning and training. The monitoring of employee safety procedures and processes is also required.
- Oversee and monitor the implementation and administration of the annual technical and maintenance plan for the district.
- Accountable to ensure that the inventory of the Housing Corporation's housing assets in the district meet the Housing Corporations' minimum standards of a basic shelter that is safe and healthy to occupy.
- Ensure technical and maintenance activities are done in accordance with established operating procedures. This includes adherence to relevant legislation including building codes and regulations.
- Ensure contractors and service providers are qualified, properly licensed, and capable of providing an optimum service to the Housing Corporation.

- Supervise, motivate, mentor and evaluate subordinate staff. Schedule and assign work to District staff and monitor work in progress and work accomplishments. Conduct employee performance evaluations and make recommendations to the Vice-President, Programs and District Operations regarding training and development of employees

SPECIFIC ACCOUNTABILITIES/RESPONSIBILITIES

The specific accountabilities of the District Director are to:

1. Represent the Housing Corporation and the Vice President, Programs and District Operations in the district.
2. Act as a member of the Housing Corporation's senior management team to plan and co-ordinate budget development and program targeting and delivery for the district.
3. Promote the development of partnerships with community agents in the delivery of social housing programs.
4. Plan budget and manage all human, financial and capital resources of the Housing Corporation in the district.
5. Maintain a sound working relationship and work closely with regional and community stakeholders including: LHOs, Hamlets, Regional Councils, the public, Aboriginal organizations and GNWT Departments.
6. Contribute to the Housing Corporation's short and long range planning by identifying, recommending, and rationalizing requirements at the district level.
7. Provide effective and efficient management of the district's human and financial resources and ensure that these resources are utilized within the budgetary limits and the objectives established.
8. Provide consultation services to primarily non-government agencies on special housing-related initiatives.

KNOWLEDGE, SKILLS AND ABILITIES

- Proven leadership and management skills.
- Proven organizational skills.
- Understanding of social and political dynamics of northern and Aboriginal communities.
- Ability to manage politically sensitive, high profile issues.
- Ability to operate professionally in a highly political and public environment.
- Ability to manage, motivate and work with a diverse team of individuals and facilitate decision making.
- Demonstrated interpersonal communication and facilitation skills.

- Effective written and verbal communication skills, including the ability to maintain professional decorum in difficult and crisis situations.
- Knowledge of management practices and proven skill sets in the areas of strategic planning, financial resources and allocations, human resource management and leadership development.
- A strong understanding and knowledge of policies and procedures of social program design, delivery, and assessments.
- Seasoned knowledge, skills and abilities of project and program management, problem solving, negotiating and conflict resolution.
- Ability to work effectively within a larger senior management team.
- Must possess the ability to build and maintain a good working relationship with colleagues throughout the GNWT and with partners of other governments and organizations
- Ability to work to deadlines and respond effectively to frequently changing deadlines.
- Knowledge and 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.
- Ability to operate effectively in cross-cultural environment.
- Be dependable, self-motivated and demonstrate sound work ethics.

TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:

The knowledge, skills and abilities for the above noted are typically acquired through a university degree in public administration, political science or business administration, augmented with significant work experience of a minimum of five years with proven middle management experience in a northern setting.

WORKING CONDITIONS

Physical Demands

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

Environmental Conditions

The incumbent may travel to communities, some which are isolated, by road and air, which requires the individual to travel on small airplanes.

Sensory Demands

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

Mental Demands

The incumbent is faced with changing priorities; short time frames and is often required to work

overtime to meet deadlines. The incumbent is exposed to pressure due to tight work schedules.

The incumbent will be required to travel to the outlying communities approximately 1 to 2 days per month at a minimum, which may cause some stress on the incumbent family and social life.

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): _____