Understanding Standards

| Core Area 1 | Adherence to laws, regulations, and BC housing agreements; importance and responsibility of operational management positions; effective strategies, policies, and frameworks to ensure long term success; ensures organizational viability through effective financial management. | | | |
|---|---|---|---|---|
| **Standard 1.2** | Operational management position(s) are appointed to oversee and manage strategies set by the board | | | |
| Element | Description | Unaware - Developing | Aware - Developing | Meets |
| 1.2.a | The provider has a Senior Manager or equivalent with the authority to oversee and manage operational delivery of the organization, its staff, and contractors. | Management and oversight roles are unclear or undocumented. | This position is vacant or filled temporarily or the appointed individual does not have sufficient capacity/experience | Roles, responsibilities and authority of this position are clearly defined. Individuals hired for the role are well equipped for decision making. Alternate authorities are identified to ensure continuity for critical positions/decisions. |
| 1.2.b | There is a human resources framework that supports workforce policies and practices that effectively addresses retention, training, succession, and compensation / benefits. | HR policies and relevant documents are outdated, lost or unavailable | HR policies and relevant documents exist but are not reviewed, require updating | Job descriptions, job agreements consisting of hours, roles, responsibilities, compensation, benefits, etc. are signed by all employees. HR policies and Documents are updated. Retention and succession plans are in place for key positions. |
| 1.2.c | There is a suitable risk management framework in place which considers the provider's risk profile and the effectiveness of key controls. | Risks are not considered, the provider reacts to unplanned events | risks are considered informally and inconsistently | Risk management framework is established by the board, risk mitigation strategies are regularly reviewed and actioned. |
| 1.2.d | Critical Incidents response framework is in place and all incidents are tracked and reported to BC Housing. | There is no plan for mitigation of critical incidents. | Critical incidents are discussed and considered informally and inconsistently | Critical incident response framework is in place. All incidents are tracked and reported timely to BC Housing |
| 1.2.e | Staff/Management have access to the management tools, processes and/or systems needed to support efficient management. Management ensures these tools are consistently used. | No tools are provided to staff, operational practices are determined by individual staff | Operational managers direct informal policies and procedures guiding practices | IMT systems and tools are available to staff and used to conduct effective and efficient management and reporting to BC Housing. |
| 1.2.f | Overall Information Technology (IT) security strategy and policies address both internal and external IT threats. | Information management is not considered. Relevant policies and documents are outdated, lost or unavailable | Informal policies and procedures are followed, few or no controls in place to maintain information security and confidentiality | Appropriate IMT policies, procedures and systems are in place to maintain security and confidentiality. Users of this system are aware of the relevant policies. IT Risk Assessment is conducted and submitted to BC Housing. |
| 1.2.g | Records & Information management practices are in place to retain all key operational records, and align | Information management is not considered. Relevant documents are out of date, | There are informal systems for storing records and information without controls in place to | Policies/procedures are in place to ensure relevant staff maintain & retain accurate and complete operational records. |

| | with legal and regulatory requirements, including applicable privacy legislation. | lost or unavailable. | maintain privacy, security, and confidentiality. | Records retention periods alignwith applicable provincial and federal laws. Policies/procedures identify applicable privacy requirements (e.g. FOIPPA/PIPA) and ensure BC Housing is notified if there is any breach or privacy orsecurity of information. |
|---|---|---|---|---|