

1. Position No. 23007, 23009, 23010,23011, TBA	2. Descriptive Working Title Regional Director (Assigned Regions)	3. Present Classification Excluded Mgmt
4. Branch Operations	5. Department Regional Operations	6. Proposed Classification
		Date DECEMBER 2005 Revised Nov 2020
7. Position No. of Supervisor TBA	8. Descriptive Work Title of Supervisor Associate Vice President Operations (Assigned Region)	9. Classification of Supervisor Excluded Mgmt

SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for delivering a range of housing programs for British Columbians. BC Housing works in partnership with the private, non-profit and co-operative sectors, Indigenous communities, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options. New housing is created across the housing continuum, from supportive housing for the homeless to affordable rental and owner-purchased housing for middle income British Columbians. BC Housing also has responsibilities related to licensing of residential builders, home warranty insurance, and research and education to improve the quality of residential construction and consumer protection. BC Housing’s annual budget in 2020/21 is \$1.6 billion, with approximately 117,616 households benefitting from affordable housing programs in over 300 communities across the province.

In delivering on our strategic direction and mandate, BC Housing is also committed to working in partnership with Indigenous peoples to embrace and implement the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission of Canada (TRC): Calls to Action. BC Housing is also committed to taking action towards the goals of equity, diversity, inclusion and belonging in the work we do, involving employees, our partners and the people we serve through our programs and services. BC Housing’s commitment to sustainability is reflected in our livegreen Housing Sustainability plan.

The Operations Branch is responsible for delivering service excellence to the Affordable Housing Sector across the province as a service manager, funder and housing provider. The branch manages an operating budget of \$850 million in 2020/21 amongst a backdrop of social, financial and environmental considerations. The scope of the branch province-wide, with offices in the Lower Mainland and Fraser Valley, Vancouver Island, Interior and Northern regions.

The Branch oversees the administration of operating agreements with over 800 co-op and non-profit housing providers across the province, through which it plays the role of funder and regulator. The Branch also oversees the administration and property management of provincially-owned, directly managed social housing and group homes. The branch also works closely with the Development and Asset Strategies Branch to support the design, construction and project initiation of new traditional and supportive social housing projects.

The Branch is also responsible for developing and implementing a province-wide strategy and business model for ongoing partnerships and support to non-profit housing societies, affordable market rent housing, co-operatives, long term care and assisted living providers, group homes, health authorities and municipalities across the province. The Branch partners and collaborates with Aboriginal Housing Management Association, as well as with Indigenous communities and First Nations across the province to help provide housing solutions.

The Operations Branch is the largest team at BC Housing providing expertise and around the clock solutions to support the vast housing portfolio, including property management, Housing Registry, housing and health services, housing plus supports for vulnerable populations, stakeholder relations with housing providers and health authorities, social service providers to support capacity, and to provide advice to the social housing sector in B.C.

The Branch works closely with all the Commission's internal Branches and liaises with the various levels of government, ministries and crown corporations, Canadian Mortgage and Housing Corporation and public sector organizations to deliver innovative, forward thinking program delivery and strategies.

POSITION SUMMARY

Reporting to the Associate Vice President Operations, the Regional Director is responsible for implementing the Commission's housing portfolio programs and related support services within a region of the province. He/she/they manages the provision of property management services for the housing portfolio, promotes partnerships with community organizations and governments to provide appropriate social housing, provides advice and guidance to non-profit societies and co-operatives during housing development, and performs regular financial and operational reviews of societies and co-operatives during ongoing operations. The Director represents BC Housing in the region, provides information on matters related to the Commission's housing programs and works in consultation with Commission and Ministry staff in the resolution of current and emerging regional issues.

MAJOR RESPONSIBILITIES (Focus of duties may vary depending on the region of the position)

1. Leads the provision of property management and supportive services for the Region's housing and supportive services portfolio, including directly managed properties, non-profit society and co-operative housing, and group homes. Plans, organizes and manages the maintenance and improvement of housing developments, ensures that invitational and public tendering policies and procedures are adhered to, monitors contract work and implements corrective action as required to ensure that contract specifications and obligations are met.
2. Develops long range operational, financial and staffing plans to meet the business objectives of the Region. Prepares annual budget, initiates and monitors expenditures within approved budget limits and reallocates resources as authorized.
3. Facilitates and supports the formation of collaborative partnerships with community housing related organizations, elected officials, health authorities and local governments to provide appropriate housing and related support in the communities they serve; facilitates problem solving regarding tenant and housing issues, attends meeting to engage the constituency in discussions on housing, and participates in meetings between MLAs, developers, contractors and Non Profit organizations regarding financial investment in housing initiatives.
4. Works closely with Indigenous Communities in developing housing both on and off their nations, and in providing programs and services that improve conditions and provide opportunities, such as Work Skills training programs.
5. Working with other Commission staff, provides expertise, guidance and supports non-profit societies, Indigenous housing association and co-operatives throughout the development phase, provides expertise in the operational (processes and procedures), board governance, development of first time and annual budgets for non-profit societies, and orients societies and group home operators to their management responsibilities.
6. Provides guidance and direction to the Boards of Directors of non-profit society and co-operative housing organizations in resolving ongoing issues with respect to the management of their properties; coordinates a program of regular financial and operational reviews in accordance with Commission and Federal/Provincial requirements and initiates appropriate measures to correct deficiencies; liaises with other Commission branches concerning program and administration issues and advises the Vice President of current and emerging housing matters.
7. Plans, organizes and manages the maintenance and improvement of facilities; ensures that invitational and public tendering policies and procedures are adhered to, monitors contract work and implements corrective action as required

- to ensure that contract specifications and obligations are met. Collaborates with other internal stakeholders and non-profit sectors for buildings managed by the non-profit sector.
8. Directs detailed reviews where financial performance of service providers is a concern, assesses findings, and approaches non-profit boards and management to address deficiencies, strengthen operations, enhance programs and implement standards, systems and processes in order to ensure their continued and sustainable success.
 9. Leads the oversight of Operating Agreements and other service contracts with Non-Profit Housing providers including operating budgets, subsidies, property management and housing support services that address the complex and variable needs of vulnerable populations located in the region. Provides advice and direction as necessary to ensure objectives are achieved for various programs, including Supportive Housing programs, Emergency Shelter Program, Extreme Weather Program, Homelessness Prevention Program and Homeless Outreach Program.
 10. Represents BC Housing in the region; provides information on matters related to the Commission's housing and support programs and liaises with Communications and Ministry staff as required in the resolution of emerging regional issues (i.e. encampment, redevelopments, shelter closures, emergency response management etc.). Acts as the spokesperson for the region by responding to issues notes, news releases and other issues management related to the region.
 11. Maintains an awareness of trends and developments in the delivery of social housing and support services to vulnerable populations and of emerging issues within the region, assesses their potential impact on the mandate of BC Housing, identifies opportunities and actions that need to be taken to meet objectives and facilitate effective operations, and provides the Associate Vice President Operations with recommendations for proposed policies, programs and courses of action.
 12. Provides information and reports as required for the effective planning, implementation and monitoring of the Commission's housing programs; monitors and collects information related to the housing needs of communities in the Region.
 13. In collaboration with other Operations management staff, oversees the provision of coordinated access and assessment programs, and health services and community development support in communities.
 14. Participates in the Operations Leadership Team, reviews and provides recommendations to improve and create efficiencies in Operations processes and procedures.
 15. Attends and/or delivers presentations to the annual BC Non-Profit Housing Association (BNPHA) Conference, open houses, community dialogue sessions or other conferences or seminars on housing related issues, as required.
 16. Provides leadership and direction to managers and staff in accomplishing the business activities of the operational services area. Develops staffing plans, recommends staffing levels to accomplish objectives, and implements significant organizational changes. Creates an environment that allows for a supportive and progressive attitude among staff, and promotes improved performance through counselling and coaching and by ensuring that staff are provided with information and training necessary for the conduct of their assigned duties. Completes performance evaluations, determines performance issues, and takes disciplinary action, including suspension and the recommendation for termination as necessary. Has significant input into hiring, promotion and demotion decisions and recommends changes in compensation of staff. Resolves grievances up to the second stage of the grievance process. Identifies to senior management appropriate collective agreement wording to serve the employer's interests in achieving operational goals and objectives, and may participate on the negotiating committee as a management representative.
 17. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

ORGANIZATION

The Regional Director (assigned region) reports to the Associate Vice President, Operations (assigned regions).

The Regional Director supervises a team of staff, including excluded and bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in public administration, urban planning or a related discipline.

Considerable experience in managing operational, administrative and financial activities related to the housing of vulnerable populations. Considerable experience in property management, community development or in a social housing environment.

Or an equivalent combination of education, training and experience acceptable to the Employer.

Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Leadership Competencies:

- Alignment & Results
- Team Development
- Relationship Building

Considerable knowledge and understanding of the philosophies, practices and standards pertaining to the delivery of programs and services for the housing of vulnerable populations.

Considerable knowledge of procurement policies and procedures that ensure transparency and demonstrated value for money.

Considerable knowledge and understanding of non-profit society governance, management and operation.

Considerable knowledge and understanding of emerging issues and trends in the community.

Sound knowledge of financial, accounting and reporting systems, processes and controls.

Effective negotiation, conflict resolution, problem solving, consensus building and project management skills.

Effective leadership, communication, presentation and interpersonal skills.

Ability to learn and understand the Commission's mandate, programs, operating requirements, and strategic objectives, and the socio-political environment in which BC Housing operates.

Ability to plan and manage the implementation of program activities, analyze and solve complex issues and make effective decisions.

Ability to lead, coach and motivate staff in a team setting.

Ability to establish and maintain constructive working relationships with community groups, government agencies, health authorities, local government, tenants and the public.

Ability to work flexible hours including some evening and/or weekends with occasional travel within the province.