

1. Position No. TBA	2. Descriptive Working Title ASSOCIATE VICE PRESIDENT OPERATIONS		3. Present Classification Excluded Mgmt
4. Branch OPERATIONS	5. Department N/A	6. Proposed Classification	Date October 2020
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## 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.

### Operations Branch

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 Vice President Operations, the Associate Vice President Operations is responsible for overseeing the development and delivery of all operational plans and programs for social housing across the three regions of the province. The position leads the provision of comprehensive regional property management services for directly managed housing, financial and management consulting assistance to non-profit and co-op housing providers and administration of group homes on behalf of ministries. He/she/they leads and supports the planning, development and delivery of regional health and housing programs for those with serious or persistent illness and for aging seniors and the homeless. The incumbent directs regional operations teams relating to the applicant registry, allocation of housing, and delivery of rent subsidy programs, and oversees the administration of housing agreements and provision of subsidies for housing built under various programs. The Associate Vice President Operations leads a comprehensive audit program to ensure subsidies are appropriately allocated and meet program guidelines. In addition, he/she/they provides leadership in the development and implementation of BC Housing's safety and security programs for tenants and building infrastructure and provides emergency preparedness services for the provincial government. The incumbent directs the development of regional programs designed to foster healthy, active and inclusive communities and works in partnership with other levels of government, housing partners and communities in exploring strategies for responding to housing needs. The Associate Vice President deputizes on behalf of the Vice President Operations.

## **MAJOR RESPONSIBILITIES**

1. Leads the provision of comprehensive property management services for the Regional Team's housing portfolio, financial and management consulting assistance to non-profit and co-op housing providers, and administration of group homes on behalf of ministries.
2. Leads the planning, development and delivery of regional health and housing programs in supporting the access of subsidized/affordable housing for persons with serious or persistent illness, aging seniors and those who are homeless or at risk of homelessness within the region.
3. Directs operations relating to the applicant registry, allocation of housing, and delivery of rent subsidy programs including Shelter Aid for Elderly Renters (SAFER), Supported Independent Living Program (SILP) and the Priority Placement Program within the region.
4. Oversees the administration of housing agreements and manages the flow of subsidies for housing built under a mix of HOMES BC and Federal/Provincial Housing Programs within the region.
5. Directs a comprehensive audit program of tenants and non-profit and co-op housing providers to ensure that subsidies are being appropriately allocated and that policies, procedures and controls are in place to maintain the integrity of the subsidy programs within the region.
6. Leads the negotiation and renewal of funding agreements for the PRHC group home portfolio and liaises with Regional Health Authorities and Ministries to ensure that joint programs and agreements are effectively developed, managed and reviewed within the region.
7. Facilitates the development and delivery of regional programs designed to foster healthy, active and inclusive communities including tenant grant programs, an annual tenant conference, and grants for community development, health and education initiatives within the region.
8. Delivers the Community Housing Initiatives (CHI) Program in establishing and funding housing centers across the province to ensure there is a network of agencies that can identify, understand and respond to local housing issues within the region.

9. Works in partnership with various levels of government, the private sector, non-profit societies, housing co-ops, tenants and community-based agencies to explore strategic and diverse approaches for responding to housing needs within the region.
10. Supports the work of the Development Services Branch in determining the form, mix and operating funding of housing projects developed under the annual HOMES BC program within the region.
11. Manages the development, implementation and monitoring of BC Housing's safety and security programs for tenants and building infrastructure; develops and directs the Provincial Emergency Lodging Program to ensure effective housing for individuals displaced as a result of a disaster and participates as a senior member of the province's Emergency Social Services team with respect to provincial emergency planning within the region.
12. In collaboration with the Vice President, participates in the development of strategies for devolution of CMHC federal housing stock and leads implementation once devolution occurs within the region.
13. Participates and contributes in the Operations leadership team to develop multi-year corporate plans, identify strategies for realizing key business plan objectives and create a framework for evaluating the financial performance and social benefits of BC Housing's core business functions; participates as a member of the Provincial Rental Housing Corporation (PRHC) and BC Housing's Development Committee in making decisions regarding the acquisition of land and development of properties for social housing.
14. Provides strategic leadership in accomplishing the regional business activities of the Branch. Develops and implements organization and staffing plans and provides general direction to managers regarding the planning, development and implementation of programs and operations. Hires staff, fosters excellent performance and institutes promotion, demotion and dismissal decisions to ensure the effective accomplishment of objectives. Participates in the development of a labour relations strategy and serves as a management representative on bargaining committees relating to regional matters.
15. Develops budgets, estimates and forecasts of resources required to meet objectives and initiates and controls expenditures within approved budget limits for the allocated region.
16. 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**

There are five positions reporting to the Vice President Operations: Associate Vice President, Northern Region, Vancouver Island & Interior, Associate Vice President Vancouver Coastal and Fraser Valley, Executive Director & Strategic Advisor on Homelessness, Director Operational Business Initiatives and Executive Assistant.

The Associate Vice President Operations supervises a regional team of staff, including excluded and bargaining unit employees.

## **QUALIFICATIONS**

### **Education, Experience and Occupational Certification**

University degree in public administration, social or urban planning or a related discipline.

Extensive experience in planning and managing the development and delivery of social housing programs in a public or not-for-profit 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/Management

Extensive knowledge and understanding of the theories, strategies and practices pertaining to program planning, development and implementation across a diverse regional structure.

Extensive knowledge and understanding of the philosophies and practices of building and managing social housing with housing partners and governments in order to foster healthy, active and inclusive communities

Ability to learn and understand the Commission's mandate, programs and policies in delivering social housing programs throughout the province

Ability to provide direction and leadership in the integration and delivery of a diverse mix of housing, health and social support programs, comprehensive property management services for directly managed housing, and financial and management consulting services to non-profit and co-op housing providers

Ability to facilitate the development of strong working relationships with governments, housing partners, community agencies, tenants and tenant associations, advisory bodies and others in planning housing strategies and developing diverse approaches for responding to housing needs

Strategic and analytical thinking and problem-solving abilities

Well-developed consultative, facilitation, consensus building, problem solving, conflict resolution and negotiation skills

Effective leadership, communication, presentation and interpersonal skills

Ability to lead, coach and motivate staff in a team environment