

1. Position No. 23005	2. Descriptive Working Title Director, Lower Mainland Non-Profit		3. Present Classification Excluded Mgmt
4. Branch Operations	5. Department Regional Operations	6. Proposed Classification	Date October 2014 Revised Nov 2020
7. Position No. of Supervisor 23034	8. Descriptive Work Title of Supervisor Associate Vice President, Vancouver Coastal and Fraser Valley Operations		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.

### 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 Associate Vice President Vancouver Coastal and Fraser Valley Operations, the Director - Lower Mainland Non-Profit is responsible for leading the provision of financial, operational and management consulting services to Non-Profit partners providing housing and housing support programs and services for vulnerable populations in the Lower Mainland. He/she/they provides leadership, advice and guidance in developing and implementing social housing and program support strategies. The position directs a program of operational reviews and manages the flow of subsidies for housing and housing support programs.

## **MAJOR RESPONSIBILITIES**

1. Leads the development of business plans and strategies to foster strong stakeholder relationships and provide financial, operational and management consulting services to Non-Profit social housing and support service providers in the Lower Mainland.
2. Directs a team of Non-Profit Portfolio Managers and provides leadership, advice and guidance to Executive Directors and Boards of Directors in developing and implementing social housing and program support strategies in meeting the diverse and complex needs of their clients.
3. Working in conjunction with Development & Asset Strategies, plans for new non-profit projects coming on stream and leads and directs the execution of Operating Agreements, development of first time budgets and replacement reserve schedules, and recommendations for start-up grants.
4. Directs a program of regular financial and operational reviews, in accordance with Commission and Federal/Provincial requirements, and manages the flow of subsidies for housing and housing support programs. Leads the provision of guidance and direction to Executive Directors and Society Boards in resolving ongoing issues with respect to the management of their properties and programs, and initiates appropriate measures to correct deficiencies. Liaises with other Commission branches concerning program and administration matters and advises the Vice President of current and emerging issues.
5. Provides a leadership role in addressing and resolving complex and difficult issues with societies operating in non-compliance of Operating Agreements and/or societies at risk of failing to provide ongoing housing and services to vulnerable populations.
6. Leads the development and maintenance of strong working relationships and partnerships with sponsoring Ministries, health authorities, local/provincial/federal governments, and community groups in identifying and resolving issues that impact the provision of programs and services within the area.
7. Directs administrative activities pertaining to the Provincial Rental Housing Corporation (PRHC) Group Home portfolio, non-profit property portfolio and market rent reviews.
8. 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 area, assesses their potential impact on the mandate of BC Housing, identifies opportunities and actions that need to be taken to meet objectives, and provides the VP with recommendations for proposed policies, programs and courses of action.

9. 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.
10. Supervises the work of staff in accomplishing the business activities of the program area. 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, which may include suspension and the recommendation for termination. Has significant input into hiring, promotion and demotion decisions, recommends changes in compensation of staff and authorizes overtime. 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. Determines resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.
11. 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 Director, Lower Mainland Non-Profit reports to the Vice President, Operations.

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

## QUALIFICATIONS

### Education, Experience and Occupational Certification

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

Considerable experience in leading the provision of general management, operational and financial consultation and advice within the non-profit sector. Considerable experience in organizational performance and change management.

### Knowledge, Skills and Abilities

#### Core Competencies

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

#### Leadership Competencies:

- Alignment & Results
- Team Development
- Relationship Building

Significant knowledge and understanding of the philosophies, principles and standards relating to the development and implementation of social housing and support services, particularly for vulnerable populations

Significant knowledge and understanding of the functioning of non-profit societies

Ability to learn and understand BC Housing's mandate, strategies, programs and policies in delivering social housing programs through non-profit partnerships

Ability to establish and foster constructive working relationships with non-profit societies, community groups, government agencies, health authorities and local governments to ensure BC Housing is strategically addressing the needs of vulnerable populations

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

Ability to lead the development and management of business plans and strategies in providing management consulting services to NP partners

Ability to provide advice and leadership in addressing critical operating issues

Effective leadership, consultative, facilitation, consensus building, conflict resolution and negotiation skills

Strong strategic thinking, conceptual, problem solving and decision-making abilities

Effective written and verbal communication and presentation skills