

JOB DESCRIPTION
MANAGEMENT EXCLUSION

1. Position No. 80246	2. Descriptive Working Title DIRECTOR, ORANGE HALL		3. Present Classification Excluded Mgmt
4. Branch OPERATIONS	5. Department ORANGE HALL	6. Proposed Classification	Date JANUARY 2016 Revised Aug 2020
7. Supervisor's Position No. 23034	8. Descriptive Work Title of Supervisor VICE PRESIDENT 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 providing a range of housing programs for British Columbians. BC Housing, together with its partners, works across the housing continuum to: ensure the most vulnerable have housing and support options that provide stability and maximize independence; increase the supply of affordable and supported housing options for people with low and moderate incomes; administer rent assistance programs; oversee the management of provincial housing properties and programs; support strong non-profit and Indigenous housing sectors; and provide a licensing system in which residential builders achieve a high bar of professionalism. BC Housing has an annual budget of \$1.45 billion in 2019/20 and assists more than 110,400 households in over 300 communities throughout the province. BC Housing seeks sustainable housing solutions that are supported by excellence in service delivery and research, and that take into account social, financial and environmental impacts.

The Operations Branch is responsible for the development and delivery of social housing programs throughout the province. The Branch oversees property management services for 7800 public housing units and provides financial and management consulting services to non-profit and co-op housing providers responsible for an additional 33,400 units, including the administration of PRHC group homes on behalf of sponsoring ministries. The Branch is responsible for the planning, development and delivery of integrated housing, health and social support programs to foster supportive tenant relations and community development, and for ensuring housing access for eligible vulnerable people. The Branch manages the applicant registry and allocation of housing, delivers rent subsidy programs, negotiates and administers housing agreements, and manages the flow of subsidies for housing built under a mix of programs. In addition, the Branch is responsible for managing the development, implementation and monitoring of BC Housing's safety and security programs for tenants and building infrastructure and, on behalf of the Province, provides emergency preparedness services for housing and recovery programs. The Branch works with non-profit societies and co-operatives, government, community agencies, tenants and advocacy groups to ensure BC Housing delivers high quality services and programs that are responsive to client needs.

POSITION SUMMARY

Reporting to the Vice President, Operations, the Director, Orange Hall leads and oversees the ongoing monitoring of Operating Agreements with BC Housing's Non-Profit Service Providers, including the budget (approximately \$100 million), subsidy and financial review processes. The position exercises expertise in budgeting, financial reporting and property management and housing program issues related to the population served by Non Profits throughout the Downtown East Side (DTES).

MAJOR RESPONSIBILITIES

1. Leads the oversight of Non Profit Housing providers including budgets, subsidies, property management and housing support services that address the complex and variable needs of vulnerable populations located in downtown Vancouver, including the Downtown East Side.
2. Liaises with sponsoring Ministries, municipal officials, health authorities, local/provincial and federal governments, and tenant and community groups regarding the identification and resolution of issues that impact the provision of programs and services within the area.
3. Oversees the provision of direction and support to Boards of Directors and Executive Directors of Non-Profit Societies regarding appropriate Board Governance, budgeting, building maintenance, staffing, operational procedures, procurement, and resolution of various operating and tenant relations issues; oversees the negotiation of annual budgets and replacement reserve expenditures and Maintenance & Improvement plans; approves final budgets within spending authority limits.
4. Manages operational reviews of non-profit providers, and ensures recommendations are implemented in accordance with requirements.
5. Ensures the review of the financial performance of housing providers in the DTES to ensure societies are funded at an appropriate level and BC Housing is receiving value for money. Focuses appropriate resources on those Non Profit service providers with elevated risk ratings.
6. Ensures the application of standardized criteria and procedures for escalating financial reviews where significant or time sensitive concerns are noted.
7. Directs detailed reviews where financial performance of service providers is a concern based on the criteria identified, assesses findings, and approaches non-profit boards and management to improve deficiencies, strengthen operations, enhance programs and implement standards, systems and processes in order to ensure their continued and sustainable success.
8. Oversees the provision of property management and housing support services delivered by various non-profit organizations in the DTES on behalf of BC Housing.
9. Ensures administrative and financial oversight of supportive programs and services such as the Emergency Shelter Program, Extreme Weather Program, Homelessness Prevention Program and Homeless Outreach Program delivered by non-profit societies/service providers, providing direction as necessary to ensure program objectives are achieved.
10. Develops and maintains positive working relationships with non-profit service providers, their boards and BC Housing staff in Operations, Finance and Audit Services in undertaking the role and meeting objectives.
11. Builds strong relationships and promotes partnerships with housing and service providers primarily located in downtown Vancouver that explore strategic approaches for responding to the housing needs of vulnerable populations in the area, and represents BC Housing in various joint initiatives with community partners.
12. Coordinates planning with Development and Asset Strategies Branch of new non-profit projects coming on stream and leads the execution of Operating Agreements.
13. Oversees the training of housing providers, the development of first time budgets and replacement reserve schedules, and recommendations for start-up grants.
14. 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 coaching and by ensuring that staff are provided with information and training necessary for the conduct of their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action when required, which may include suspension and the recommendation for termination. 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 fulfil operational requirements, develops staffing plans, and recommends staffing levels to accomplish objectives, including revisions to staffing levels as necessary as operational requirements change.

15. 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 facilitate effective operations, and provides the Vice President Operations with recommendations for proposed policies, programs and courses of action.
16. Conducts special studies, makes presentations and participates in task forces and committees.

ORGANIZATION

There are eleven positions reporting to the Vice President Operations: Executive Director - Lower Mainland Directly Managed, Director - Lower Mainland Non-Profit, Regional Director - Vancouver Island, Regional Director - North, Regional Director - Interior, Director Applicant Services, Executive Director & Strategic Advisor on Homelessness, Manager Operations Support, Director Orange Hall, Director Supportive Housing Programs and Executive Assistant.

The following positions report directly to the Director Orange Hall: five Supportive Housing Advisors, Senior Manager Coordinated Access & Assessment, Manager Women's Transition Housing & Supportive Programs and Regional Administrative Services Manager.

QUALIFICATIONS

Education, Experience and Occupational Certification

University degree in commerce, business administration, public administration, finance or accounting.

Extensive experience in residential property management for vulnerable populations and the development and delivery of programs and services related to the housing of vulnerable populations with a history of trauma, mental illness and addictions, including property management services.

Considerable experience in developing, facilitating and managing relationships with a variety of external stakeholders, preferably involving the provision of supportive housing programs.

Ten years' experience in managing operating budgets and financial statements for not-for-profit societies, preferably in the supported housing sector or other public sectors funded through operating agreements with Federal, Provincial or other public agencies.

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

Considerable knowledge of property management, including procurement policies and procedures that ensure transparency and demonstrated value for money.

Considerable knowledge and understanding of the Commission's mandate, programs, operating requirements, and strategic objectives, and the socio-political environment in which BC Housing operates.

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

Ability to analyze complex financial matters, assess financial performance, and develop and present courses of action to improve results.

Ability to exercise discretion, tact, diplomacy and good judgement.

Ability to establish and maintain constructive working relationships with housing providers, service providers, sector organizations, community groups, government agencies and other stakeholders, and resolve sensitive issues.

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

Excellent planning, organizational and leadership skills.

Excellent leadership, communication, writing, presentation and interpersonal skills.

Strategic thinking and negotiation skills.