

1. Position No. 80097, 81118	2. Descriptive Working Title Manager, Program Delivery		3. Present Classification Excluded Mgmt
4. Branch Applicant Services	5. Department Operations	6. Proposed Classification	Date Oct 2011 Revised Dec 2020
7. Position No. of Supervisor 23031	8. Descriptive Work Title of Supervisor Director, Applicant Services		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

The Manager Program Delivery is responsible for an assigned portfolio managing the delivery of targeted rent subsidy, rental assistance and affordable homeownership programs, the oversight of the database of applicants seeking affordable housing in BC, and the standardization and control of the rent calculation and confirmation process. He/she/they develop and implements strategies, processes, and standards to ensure the delivery of high-quality services, and identifies and facilitates process improvements to achieve customer service excellence. The position acts as a resource person to staff, applicants, tenants, advocates and housing partners and directs a team that is responsible for supporting the development of policy, procedures and training materials for both internal and external audiences to ensure the consistent and equitable application of program criteria. The position will participate in program design and implementation working in partnership with other Branches, Ministry staff and partner organizations. The position researches issues and prepares correspondence in response to inquiries from members of the public, community groups, and MLA's offices regarding a wide range of issues pertaining to the delivery of Applicant Services.

MAJOR RESPONSIBILITIES

1. Manages the delivery of programs related to targeted rent subsidy, rental assistance, affordable home ownership, home adaptations and the affordable housing application process. Ensures the equitable expenditure of subsidies, rental assistance, loans, and grants; exercises spending authority in approving payments and payment authority in issuing cheques.
2. Maintains standardization and control of the rent calculation rules and confirmation process across various funding programs, providing support and direction to department and branch staff and housing partners. Establishes business processes to ensure integrity and consistency in rent calculation and the setting of rent contributions are done in accordance with operating agreements.
3. Develops and implements strategies, processes, procedures, systems and standards to ensure the delivery of high-quality services and programs that are responsive to client needs. Collaborates with other internal teams on the development and deployment of new and existing programs.
4. Identifies work priorities that are consistent with business goals and ensures that a balance is obtained between resource flows, competing priorities and the changing needs of the department.
5. Identifies service, system and process improvement opportunities to meet customer and business needs and works in conjunction with other members of the department management team to ensure effective policies and procedures are developed, implemented and communicated to the appropriate audiences.
6. Acts as a contact and resource person for applicants, tenants, advocates and non-profit and co-op housing partners on a variety of issues relating to the work and manages escalated customer issues by working with a long-term perspective to problem resolution. Reviews and approves policy exceptions. Participates in internal committees and working groups to resolve requests for review and appeals for programs delivered through Applicant Services.
7. Oversees the development and delivery of training courses, workshops and presentations regarding housing programs and services to Commission staff, housing providers, associations, community groups and the public. Delivers training to internal and external stakeholders on existing and new programs.
8. Prepares a variety of reports pertaining to departmental activities, workload issues, and achievement of service plan goals. Monitors program spending and budgets and provides related financial reports.
9. Researches issues and makes complex decisions and recommendations using independent judgement in the determination of eligibility under various programs. Provides background information and prepares correspondence, information and briefing notes in response to inquiries from members of the public, community groups, and MLA's offices that are addressed to the Vice President, CEO, Chair of the Board, or the Minister.
10. Participates in or leads special projects addressing service delivery issues and makes recommendations to better align policies, procedures, systems and practices to business objectives. Prepares options papers, executive committee submissions, information and briefing notes for the Minister to support decision making and obtain approval.
11. Works closely with the department Managers and Supervisors and represents Applicant Services in discussions with the IM&T department to identify and set priorities to assist with the development of IM&T multi-year plans to deliver system solutions and automation in support of continuous business improvement. This includes providing or identifying and resourcing appropriate subject matter experts to participate in the development of business requirements for IT system solutions, design, development and testing.
12. Represents the department on new programs or initiatives or changes that may impact the existing delivery of programs and services. Provides leadership and business expertise participating in the development of Program Frameworks and Policy and Procedures and works with Information Technology to ensure that systems are developed or modified to support effective program delivery while ensuring that the all requirements of the Privacy Office and privacy and security are addressed and ensuring that organizational reporting needs are met through consultation with Research & Planning and other impacted areas.

13. 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.
14. 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 Manager, Program Delivery reports to the Director, Applicant Services.

The position supervises a team of staff that include bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in commerce, business administration or related discipline.

Considerable experience in leading projects and developing and delivering a wide range of housing programs and initiatives.

Prior experience in supervising a team of staff engaged in the delivery and administration of programs and/or projects.

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

Criminal Record Check is required.

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 and understanding of program delivery and office administration

Considerable knowledge and understanding of government and community agencies and the services they provide, with an emphasis on social housing and social policy

Sound knowledge and understanding of business analysis, requirements gathering and systems implementation

Ability to learn and understand the Commission's housing programs and the services provided by government and community agencies

Ability to plan and manage the administration of program activities and analyze issues, apply judgment and solve problems

Ability to provide coaching and motivation to assist staff in achieving their performance goals

Ability to interpret and apply policies, procedures, legislation, regulations, and operating agreements in accordance with program objectives

Ability to assess service, system and process improvement opportunities, re-design work processes and methods and facilitate their implementation to ensure the achievement of customer service excellence

Ability to develop and deliver training, workshops and presentations

Ability to generate and articulate new ideas and adapt effectively to new technologies

Proficient in the use of MS Office (Word, Excel, PowerPoint) and related housing databases

Strong oral and written communication, analytical, problem solving, organizational, time management, and interpersonal skills

Strong supervisory and conflict resolution skills

Strong planning, organization, and project leadership and management skills

Strong mathematical skills

Occasional travel may be required