

1. Position No. 23041	2. Descriptive Working Title Manager, Housing Partners Performance		3. Present Classification Excluded Mgmt
4. Branch Operations	5. Department Operations Support	6. Proposed Classification	Date February 2014 Revised Oct 2020
7. Position No. of Supervisor 23055	8. Descriptive Work Title of Supervisor Director, Operations Performance		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 Director, Operations Performance, the Manager, Housing Partners Performance is responsible for overseeing processes and measuring the performance of the Operations Branch to ensure successful support of our Housing Partners. He/she/they oversees and ensures the effective and strategic operations of Housing Partners in supporting the populations that they serve. The incumbent of the position manages a team of staff who are responsible for the administration of branch-wide workflows associated with the operational, budgetary, and financial management of agreements with our Housing Partners. He/she/they provides support and maintains effective working relationships with departments across the branch.

**MAJOR RESPONSIBILITIES**

- 1.) Ensures existing and proposed Housing Partner processes accomplish their intended purpose; supports key business objectives and service levels; complies with the Commission's mission, vision, and values; and effectively integrates with other processes across the Commission.
  - Collaborates with Operations management team and across the Commission to ensure all needs are met and to generate buy-in;
  - Reviews and assesses existing processes for efficiencies and improvements;
  - Applies relevant processes, policies and procedures and how they interact with other departments across the commission
  - Ensures that the proper tools and systems are in place to support these processes.
- 2.) Develops and produces reporting and key performance indicators for the collection of Operations business and operational data.
  - Ensures Housing Partners are funded properly, and that BC Housing gets value for money;
  - Ensures Housing Partners are in compliance with operating agreements and financial audit guidelines;
  - Ensures that the populations served by our Housing Partners are properly supported;
  - Ensures that BC Housing staff are supporting the Housing Partners in a prompt and effective manner;
  - Ensures that BC Housing staff are collecting and maintaining data required for management to make informed business decisions;
  - Responding to ad-hoc reports when required.
- 3.) Provides leadership, support and administers branch-wide processes and workflows
  - Oversees the set up and monitoring of workflows that allow staff across the branch to perform day-to-day administration of Housing Provider operations, agreements, finances, and budgets;
  - Identifies and plans for training requirements, and co-ordinates the preparation and maintenance of user manuals and other related documentation;
  - Provides advice and support to staff across the branch when challenging Housing Partner scenarios arise. Reviews and interprets audited statements and operating agreements or joins and supports branch staff when meeting with a Housing Partner. Interprets policy and makes decisions when issues are escalated.
  - Participates on and provides guidance and expertise to working groups, committees, and project teams.
- 4.) Develops and maintains effective internal and external relationships that lead to a thorough understanding of current and emerging business needs and contributes to the business' strategic goals and plans. Fosters relations with BC Housing's Audit Advisory Services, Development Services and Finance departments, as well as various external organizations (i.e. BC Non-Profit Housing Association and Aboriginal Housing Management Association).
- 5.) 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.
- 6.) 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, Housing Partners Performance reports to the Director, Operations Performance.

The position supervises a team of bargaining unit employees.

## **QUALIFICATIONS**

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

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

Chartered Professional Accountant (CPA) designation.

Considerable experience in financial management within the not-for-profit housing sector.

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 budgeting, financial and accounting functions, specifically within government and the not-for-profit environment

Considerable knowledge of Federal and Provincial affordable housing programs and Operating Agreements

Considerable knowledge of budgeting, forecasting and financial analysis models and frameworks

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

Effective communication, writing, presentation and interpersonal skills

Strong research, analytical, problem solving and conceptual thinking skills

Ability to learn and understanding of the Commission's mandate, programs, operating requirements, and strategic objectives

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

Ability to utilize judgment in presenting issues, and provide advice and influence in facilitating appropriate courses of action

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

Ability to establish internal and external stakeholders including senior management, government, housing partners, etc. to accomplish objectives.