

1. Position No. 23007, 23009, 23010,23011, 81700	2. Descriptive Working Title Regional Director (Assigned Regions)		3. Present Classification Excluded Mgmt
4. Branch Operations	5. Department Regional Operations	6. Work Location Telework Eligible	Date DECEMBER 2005 Revised Nov 2020; May 2022
7. Position No. of Supervisor 81686, 81689	8. Descriptive Work Title of Supervisor Associate Vice President Operations		9. Classification of Supervisor Excluded Mgmt

POSITION SUMMARY

Reporting to the Associate Vice President Operations, the Regional Director is responsible for implementing the Commission’s housing portfolio programs and related support services within a region of the province. He/she/they manages the provision of property management services for the housing portfolio, promotes partnerships with community organizations and governments to provide appropriate social housing, provides advice and guidance to non-profit societies and co-operatives during housing development, and performs regular financial and operational reviews of societies and co-operatives during ongoing operations. The Director represents BC Housing in the region, provides information on matters related to the Commission’s housing programs and works in consultation with Commission and Ministry staff in the resolution of current and emerging regional issues.

MAJOR RESPONSIBILITIES (Focus of duties may vary depending on the region of the position)

1. Leads the provision of property management and supportive services for the Region’s housing and supportive services portfolio, including directly managed properties, non-profit society and co-operative housing, and group homes. Plans, organizes and manages the maintenance and improvement of housing developments, ensures that invitational and public tendering policies and procedures are adhered to, monitors contract work and implements corrective action as required to ensure that contract specifications and obligations are met.
2. 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.
3. Facilitates and supports the formation of collaborative partnerships with community housing related organizations, elected officials, health authorities and local governments to provide appropriate housing and related support in the communities they serve; facilitates problem solving regarding tenant and housing issues, attends meeting to engage the constituency in discussions on housing, and participates in meetings between MLAs, developers, contractors and Non Profit organizations regarding financial investment in housing initiatives.
4. Works closely with Indigenous Communities in developing housing both on and off their nations, and in providing programs and services that improve conditions and provide opportunities, such as Work Skills training programs.
5. Working with other Commission staff, provides expertise, guidance and supports non-profit societies, Indigenous housing association and co-operatives throughout the development phase, provides expertise in the operational

- (processes and procedures), board governance, development of first time and annual budgets for non-profit societies, and orients societies and group home operators to their management responsibilities.
6. Provides guidance and direction to the Boards of Directors of non-profit society and co-operative housing organizations in resolving ongoing issues with respect to the management of their properties; coordinates a program of regular financial and operational reviews in accordance with Commission and Federal/Provincial requirements and initiates appropriate measures to correct deficiencies; liaises with other Commission branches concerning program and administration issues and advises the Vice President of current and emerging housing matters.
 7. Plans, organizes and manages the maintenance and improvement of facilities; ensures that invitational and public tendering policies and procedures are adhered to, monitors contract work and implements corrective action as required to ensure that contract specifications and obligations are met. Collaborates with other internal stakeholders and non-profit sectors for buildings managed by the non-profit sector.
 8. Directs detailed reviews where financial performance of service providers is a concern, assesses findings, and approaches non-profit boards and management to address deficiencies, strengthen operations, enhance programs and implement standards, systems and processes in order to ensure their continued and sustainable success.
 9. Leads the oversight of Operating Agreements and other service contracts with Non-Profit Housing providers including operating budgets, subsidies, property management and housing support services that address the complex and variable needs of vulnerable populations located in the region. Provides advice and direction as necessary to ensure objectives are achieved for various programs, including Supportive Housing programs, Emergency Shelter Program, Extreme Weather Program, Homelessness Prevention Program and Homeless Outreach Program.
 10. Represents BC Housing in the region; provides information on matters related to the Commission's housing and support programs and liaises with Communications and Ministry staff as required in the resolution of emerging regional issues (i.e. encampment, redevelopments, shelter closures, emergency response management etc.). Acts as the spokesperson for the region by responding to issues notes, news releases and other issues management related to the region.
 11. 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 region, 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 Associate Vice President Operations with recommendations for proposed policies, programs and courses of action.
 12. Provides information and reports as required for the effective planning, implementation and monitoring of the Commission's housing programs; monitors and collects information related to the housing needs of communities in the Region.
 13. In collaboration with other Operations management staff, oversees the provision of coordinated access and assessment programs, and health services and community development support in communities.
 14. Participates in the Operations Leadership Team, reviews and provides recommendations to improve and create efficiencies in Operations processes and procedures.
 15. Attends and/or delivers presentations to the annual BC Non-Profit Housing Association (BNPHA) Conference, open houses, community dialogue sessions or other conferences or seminars on housing related issues, as required.
 16. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.

17. 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 Regional Director (assigned region) reports to an Associate Vice President in Operations.

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

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in public administration, urban planning or a related discipline.

Considerable experience in managing operational, administrative and financial activities related to the housing of vulnerable populations. Considerable experience in property management, community development or in a social housing 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

Considerable knowledge and understanding of the philosophies, practices and standards pertaining to the delivery of programs and services for the housing of vulnerable populations.

Considerable knowledge of procurement policies and procedures that ensure transparency and demonstrated value for money.

Considerable knowledge and understanding of non-profit society governance, management and operation.

Considerable knowledge and understanding of emerging issues and trends in the community.

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

Effective negotiation, conflict resolution, problem solving, consensus building and project management skills.

Effective leadership, communication, presentation and interpersonal skills.

Ability to learn and understand the Commission's mandate, programs, operating requirements, and strategic objectives, and the socio-political environment in which BC Housing operates.

Ability to plan and manage the implementation of program activities, analyze and solve complex issues and make effective decisions.

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

Ability to establish and maintain constructive working relationships with community groups, government agencies, health authorities, local government, tenants and the public.

Ability to work flexible hours including some evening and/or weekends with occasional travel within the province.