

1. Position No. Various Positions	2. Descriptive Working Title Regional Operations Manager	3. Present Classification Excluded Mgmt	
4. Branch Operations	5. Department Various Regions	6. Proposed Classification	Date September 2012 Revised May 2016, Oct 2020
7. Position No. of Supervisor Various Positions	8. Descriptive Work Title of Supervisor Regional Director (Various Regions)	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 Regional Director, the Regional Operations Manager is responsible for managing and overseeing the delivery of property management services for directly managed buildings, group homes, and non-profit portfolio in the region. He/She/they oversee the operational requirements and budgetary needs of the regional portfolio and provides support to the Regional Director in developing the annual budget and monitoring expenditures within the approved budget. The Operations Manager responds to various internal and external stakeholders to prevent and stabilize sensitive and contentious matters. He/she/they represents the organization at various community events.

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

1. Leads the provision of comprehensive property management services for the Region's housing portfolio, including but not limited to directly managed properties, non-profit societies, co-operative housing, group homes and non-profit homelessness files.
2. In collaboration with the Regional Director, develops long range operational, financial and staffing plans to meet the business objectives of the Region.
3. Supervises the work of staff in accomplishing the business activities of program areas. Creates an environment that allows for a supportive and progressive attitude among staff, leads and promotes change resulting in improved performance by counseling and coaching and by ensuring that staff are provided with information and training necessary for the conduct of their assigned duties and for the furtherance of their careers within BC Housing. 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.
4. Prepares and maintains appropriate documentation and prepares reports, Executive Committee submissions, and letters on behalf of senior management and Ministry officials.
5. Keeps current with trends and developments within the region, assesses their potential impact on BC Housing's mandate with respect to property management of the social housing portfolio, and provides the Regional Director or other BC Housing staff with recommendations for proposed policies, programs and courses of action.
6. In collaboration with the Regional Director, prepares annual regional budget, initiates and monitors expenditures within approved budget limits and reallocates resources as authorized.
7. Responds to enquiries from internal and external stakeholders including but not limited to Indigenous Nations, tenants, housing partners, service agencies, the public, media outlets, oversight agencies, advocates and elected and government officials to prevent and/or stabilize sensitive or contentious issues.
8. Participates as a member of the Regional Management Team in determining the strategic direction of the Region and advising on change management initiatives that will enhance the performance of BC Housing, the Operations Branch and the Region.
9. 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.

**MAJOR RESPONSIBILITIES - DIRECTLY MANAGED**

1. Oversees tenancy management and tenancy relations for directly managed properties; manages the enforcement of tenancy agreements, supports the DM staff and/or site representatives or represents BC Housing at various hearings with Residential Tenancy Office, Supreme Court and Small Claims Court and ensures the effective mediation of disputes between tenants.
2. Oversees annual inspections to ensure standards of maintenance are being maintained, determines building deficiencies and participates in the planning of an effective maintenance program that addresses the safety and comfort of tenants and the long term viability and marketability of properties; directs the implementation of the maintenance program, ensuring tenant impact is managed effectively.

3. Liaises with internal stakeholders and external stakeholders including sponsoring ministries, municipal officials, health authorities, the Public trustee, tenant and community groups, advocates and lawyers regarding the identification and resolution of issues that impact property management services and tenant relations in the region, and represents BC Housing at community events.

## **MAJOR RESPONSIBILITIES - NON-PROFIT PORTFOLIO**

1. Working with other Commission staff, provides continuity and liaison with non-profit societies and co-operatives throughout the development phase, provides expertise in the development of first time and annual budgets for non-profit societies, and orients societies and group home operators to their management responsibilities.
2. 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 Regional Director and/or Vice President of current and emerging housing matters.

## **ORGANIZATION**

The Regional Operations Manager reports to the Regional Director.

The Regional Operations Manager 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 the delivery of property management services and programs related to the service.

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 programs, practices and processes associated with property management

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

Considerable knowledge and understanding of in delivering social housing programs through non-profit partnerships

Considerable knowledge and understanding of budgets, financial statements, and accounting and financial systems

Considerable knowledge of supervisory practices and exceptional team building skills

Ability to learn and understand the Commission's programs and operating requirements

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

Ability to coordinate work with others, keep management apprised of major issues, and adapt to changing priorities

Ability to establish and maintain constructive working relationships with housing providers, service providers, sector organizations, community groups (including Indigenous Nations), government agencies and the public and to exhibit diplomacy and tact in the resolution of issues.

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

Effective negotiation, conflict resolution, problem solving and consensus building skills

Effective planning, organizational and time management skills

Effective leadership, communication and interpersonal skills

Proficient in the use of Microsoft Office including Word, Excel and PowerPoint.