

## JOB DESCRIPTION

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1. Position No. 22210, 22122, 22036, 22092, 80350, 80349, 22079, 22085, 80202, 80346, 81162, 22257, 22141, 22304, 62039, 81238, 81123	2. Descriptive Working Title Non-Profit Portfolio Manager		3. Present Classification AO 5
4. Division Various Regions	5. Branch/section Operations	6. Proposed classification	Date Revised May, 2017
7. Position No. of Supervisor 23009, 23010, 23011, 23005	8. Descriptive Work Title of Supervisor Regional Director		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Regional Director, the Non Profit Portfolio Manager (NPPM) is responsible for working in a collaborative partnership with housing and service providers to provide the highest quality of stable, safe and affordable housing and housing related services. The NPPM performs a varied role within an assigned area by: (1) providing education, consultation and support to the Boards of Directors and Executive staff of Non-Profit Societies and Cooperatives staff regarding the effective management of their social housing properties; (2) assessing the financial risk of non-profits and (3) coordinating the delivery of contracted services for a variety of housing related programs.

May be required to provide services to group homes operated by Non Profits. May conduct contract administration responsibilities for Site Reps in the outer regions.

The NPPM is the key relationship manager for the assigned portfolio of housing providers, and serves as the single point of contact in managing a variety of issues relating to the delivery of housing and housing related services. The position typically supervises a Financial Review & Budget Assistant, and initiates, coordinates and facilitates the provision of expertise and services of other staff including Housing & Health Coordinators, Senior Project Officers and Project Technologists (from Development & Asset Strategies) as well as Supportive Housing Programs staff in order to support the needs and requirements of the non-profit housing sector.

11. Duties:
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### **A. Non-Profit Societies**

1. Develops and fosters collaborative relationships with housing providers in order to ensure the delivery of quality housing and support programs.
2. Works closely with Development and Asset Strategies, Operations Support and Supportive Housing Programs regarding the planning and development of new housing projects.
3. Provides guidance and operational input to Development and Asset Strategies and the Society Board and Executive during the development process, including training the Society Board of Directors/Executive, executing the Operating Agreement, and developing first time budgets and replacement reserve schedules.
4. Assists the Board/Executive in the development and maintenance of governance and operating policies, budgeting, maintenance, administration, staffing, operational procedures, contracted services and the preparation of tender documents.
5. Educates Non Profit Societies on the use of a BC Housing standard budget template, negotiates budgets with the Board/Executive, substantiates budgets to actual costs during the budget approval process, and approves final annual budget within spending authority limits

6. Works closely with the Society Board/Executive and BC Housing Departments – such as Operations Support, the Regional Maintenance Manager, Supportive Housing Programs and others to determine annual budgets, replacement reserve expenditures, and three-year Maintenance and Improvement plans expenditures.
7. Reviews and evaluates extraordinary requests for funding, approves and passes on to appropriate spending authority or rejects and works with the Society regarding alternate solutions.
8. Utilizes judgement of a range of variables to assess the financial risk of non-profits, in accordance with a set of established qualitative and quantitative risk criteria. Implements a stratification process for the portfolio and assigns a risk rating to each non-profit society
9. Conducts operational and support service reviews to ensure the Society is complying with the Operating Agreement, rent subsidies are administered accurately, financial procedures are in compliance with audit guidelines and building deficiencies are identified.
10. Identifies and follows up on red flags in audited financial statements, including items noted in the notes to the financial statements and the management letter.
11. Assigns, reviews and approves Financial Reviews completed by the Financial Review & Budget Analyst (FRBA). Provides the provider with recommendations and timelines for improvement, provides guidance, advice and support to ensure the effective implementation of recommendations, and monitors ongoing results.
12. Acts/ Is as the primary point of contact for and maintains expertise in the details of a variety of programs including the Non Profit Asset Transfer Program, Expiry of Operating Agreements, Temporary Winter Shelter Programs / responding to tent cities, Permanent Shelters and Outreach programs
13. Works closely with staff in Development & Asset Strategies in assisting housing providers in assessing modernization and improvement requirements and undertaking capital improvement initiatives
14. Counsels Societies and Co-operatives on all aspects of property management and Support Service provisions.
15. Recommends socially-responsible solutions in areas involving tenant issues and conflicts, breaches of tenancy agreements, and preparation for hearings at the Residential Tenancy Branch.
16. Works closely with the Society to resolve disputes between tenants and the society, other funding agencies, and the Society and other branches within BC Housing.
17. Maintains constructive working relationships within the Commission, and acts as a catalyst in jointly formulating ideas and facilitating creative solutions in responding to challenges in a way that will mutually benefit BC Housing and its partnerships.

## **B. Contracted Services**

1. Coordinates the delivery of contracted services for a variety of programs including, but not limited to, the Emergency Shelter Program, Extreme Weather Program, Homeless Outreach Program, Aboriginal Homeless Outreach Program, Seniors' Supportive Housing Program and Independent Living BC Program.
2. In conjunction with Supportive Housing, assesses regional/local requirements and recommends strategies to best meet the needs of vulnerable people and ensure the effective utilization and success of housing programs in the assigned area.
3. Liaises with Supply Chain Management and other departments etc for the delivery of contracted services for the area; reviews and evaluates submissions, and negotiates and awards contracts to service providers.
4. Manages contracts and resolves issues impacting service delivery.
5. Maintains liaison with service providers in order to monitor that program standards are being met. Provides support and advice, and jointly problem solves issues to ensure appropriate, efficient and effective access to programs and services by BC Housing clients

6. As the “regional voice”, provides feedback and recommendations to Supportive Housing Programs regarding programs, policies and contracts. Implements new and revised policies and programs, working in accordance with provincial requirements.
7. Provides input to regional budget planning for contracted services; updates databases and other records and prepares regular reports to assist in program delivery, contract management, program planning and evaluation.
8. Conducts contract administration responsibilities in the outer regions for Site Reps, where applicable

**C. Other**

1. Builds and maintains constructive and effective relationships and partnerships with community stakeholders. Represents BC Housing in meetings with community, municipal, health and other groups to identify community problems and implement solutions.
2. As a primary contact for the BCH Operations Branch, responds to inquiries and shares relevant information with partners, service agencies, the public, non-profit staff and tenants, oversight agencies, advocates, elected representatives and senior level government officials within the assigned area. Acts to prevent and/or stabilize sensitive or contentious issues, and alerts supervisor, Corporate Communications and relevant staff from other Branches as required of developing or potential issues.
3. Maintains current knowledge and understanding of BC Housing policy and procedures; various types of federal and provincial housing programs, their funding arrangements and parameters; and community and social issues impacting the delivery of housing, health and social services programs.
4. Participates and provides input to proposed BC Housing policies, programs and courses of action.
5. Participates in the provincial emergency response process as required.
6. Supervises a Financial Review & Budget Assistant by: providing training and orientation, directing and motivating staff to reach their highest potential, initiating training and development opportunities, providing advice and guidance regarding staff issues, conducting risk assessments and accident/incident investigations and taking corrective action, conducting performance evaluations and disciplining staff when necessary. Develops and implements safe work procedures and ensures that all staff are properly trained and comply with procedures and standards. Participates on selection panels, and participates in the resolution of grievances.
7. Performs other related duties as required.

1. Position No. <b>Various</b>	2. Descriptive Working Title <b>Non-Profit Portfolio Manager</b>	3. Present Classification <b>AO 5</b>
4. Education		

- Undergraduate degree in Public Administration, Business Administration or other relevant discipline, including university level courses in non-profit society management and/or social service delivery.
- Assets: Courses from the Urban Land Diploma Program – Property Management Option or equivalent Certified Property Manager designation (CPM) through the Institute of Real Estate Management OR Real Property Administrator designation (RPA) through the Building Owners and Managers Institute  
Courses in Mediation and Conflict Resolution

5. Knowledge and Skills & Competencies
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**Core Competencies:**

- Personal Accountability
- Communication
- Results Oriented
- Teamwork
- Service Oriented

**Leadership Competencies:**

- Alignment & Results
- Relationship Building/Management
- Team Development

- Extensive knowledge and understanding of the philosophies, theories, and principles associated with the delivery of government social and regulatory programs by non-profit societies and contracted community service providers
- Extensive knowledge of current social issues facing tenant populations and impacting the operations of social housing societies, including homelessness, mental illness and drug addiction, domestic violence, child protection and ageing
- Extensive and broad cross-functional knowledge and understanding of non-profit society governance, operation, budgeting, maintenance, administration, procurement, contracting and staffing
- Sound working knowledge of the *Residential Tenancy Act*, *Societies Act*, the *Co-op Housing Act* and the *Community Care and Assisted Living Act*.
- Sound working knowledge of a broad range of Program Agreements, including Homes BC, ILBC, CPI, MOU's, 82 (1) b and Section 538 and Section 508.
- Sound understanding of how Program Agreements, and project-specific Operating Agreements, affect the financial review and budget approval process
- Ability to strategize, plan, coordinate, integrate and manage a portfolio of non-profit societies in providing the highest quality of stable, safe and affordable housing and housing related services.
- Ability to provide organizational development and general management expertise, and educate boards and executive in the successful operation of housing societies for vulnerable people
- Ability to act as relationship manager and primary point of contact for Societies, including interacting with Society Board of Directors, the Executive Director, and Chief Financial Officers and accounting staff;
- Ability to analyze complex, challenging and sensitive issues, balance diverse interests and facilitate the implementation of solutions through successful and constructive relationships and partnerships, both externally and internally
- Sound knowledge and understanding of the risks associated with housing vulnerable tenants and ability to work closely with service providers in mitigating risk

- Thorough knowledge of building structures, components and systems and an ability to recognize deficiencies
- Expertise and knowledge of budgeting and contracting practices, and ability to assess audited financial statements
- Excellent negotiation, mediation, conflict resolution and influencing skills, and ability to negotiate contracts, mediate disputes and resolve conflict situations
- Excellent written and oral communication, interpersonal, consultative and relationship building skills
- Ability to summarize and explain complex program information and funding requirements
- Ability to build dialogue and consensus with multiple stakeholders, often with conflicting agendas
- Ability to work together based on mutual respect and understanding of each other, and work to the highest business practice standards;
- Ability to display tact and diplomacy in dealing with a broad range of professions and community stakeholders; and be a socially sensitive administrator
- Ability to conduct reviews and audits and facilitate understanding and compliance with recommended improvements
- Ability to strategize, apply creative thinking and build on existing and potential strengths in working towards solutions to support the long term health and sustainability of the sector and partners
- Supervisory skills
- Valid BC Driver's License and access to a reliable vehicle required.

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6. Experience:
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- Extensive experience (minimum 6 years) in senior and advanced level positions relating to non-profit society management or delivery of social services and community based programs
- Considerable experience in the negotiation and management of contracts for service.
- Assets:
  - Experience in specific areas such as services to women and children fleeing abuse, people who are homeless and people who live with mental health and/or addictions issues depending on specific position requirements.
  - Supervisory experience in a unionized environment
  - Experience in property management.

OR equivalent and acceptable combination of education and experience acceptable to the employer may be considered.

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7. Occupational Certificate:
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