



NORTH PEACE HOUSING FOUNDATION

Job Description

Director - Housing Operations
Last Revised Date: 01 July 2019

Job Summary

Reporting to the Chief Administrative Officer, the Director of Housing Operations & Special Projects is responsible for the implementation, supervision and evaluation of housing programs to a diverse client population within the North Peace Housing Foundation's jurisdiction, ensuring the Foundation's mandate is fulfilled in accordance with all applicable legislation, government requirements, and the organization's policies and procedures. As a member of the senior management team, the Director of Housing Operations works closely with the CAO and other management staff, in conjunction with all stakeholders and legislative bodies, to ensure the organization is compliant in all legislative and policy areas such as, but not limited to: Accommodation Operating Standards, Occupational Health and Safety, Public Health, Alberta Housing Act, Residential Tenancies Act, etc. The Director of Housing Operations is accountable for upholding all pertinent regulations and standards and for managing risks to reduce vicarious liability.

Duties and Responsibilities

- Compliance – responsible for the implementation, management and evaluation of all housing programs in accordance with the approved standards and trends; remain up-to-date on all modifications to or introduction of applicable legislation, policies, etc.
- Budget - Consolidates day-to-day operational budget requests from all projects, ensuring best use of resources and that the requests reflect the need of the facilities/programs; periodic review of the income statement, resolving any discrepancies/variances. In conjunction with the Director of Finance and the Director of Maintenance and Asset Management, assists in the preparation of the five-year capital budget.
- Operating Standards - Sets standards for the purchase of goods and services to ensure consistency and best-pricing across the organization; drafts and recommends policy changes
- Business Opportunities - Investigates and assesses opportunities for improving business process, client services, purchasing policies, activity programs, etc.
- Marketing and Image – In conjunction with the Director of IT, Communication and Stakeholder Relations, promotes the organization through public awareness campaigns and participation in public events such as trade shows, holiday celebrations and other events
- Occupancy Levels - works with Housing Managers in the various municipalities to ensure maximum occupancy/income levels are maintained
- Innovation – compiles and analyzes trends in housing programs, identifying issues and developing and recommending corrective actions
- Reporting – Prepares various monthly consolidated reports for Board presentation and various ad hoc requests from the Province or elsewhere
- Direct Reports – responsible for the supervision, coaching and evaluation of Housing Managers, as well as the corporate programming/monitoring function of the Coordinator of Recreation & Volunteers
- Partnerships – identifies and forms appropriate partnerships within government, the community, etc. that ensures the optimum delivery of housing programs and the effective use of volunteers
- Dispute Resolution – appeal level of client dispute resolution after all attempts to resolve the matter have been exhausted through the Housing Manager

Knowledge, Skills and Abilities

- Must be flexible and creative in dealing with issues affecting clients
- Requires a sound, broad perspective and knowledge of the housing industry; serving a vulnerable and/or diverse client population; all applicable legislation and operating guidelines
- Strong interpersonal, communication, facilitation and presentation skills
- Ability to coach and mentor facility managers in their program delivery, taking into consideration facility size, municipality-specific and other local concerns
- Strong organizational skills with demonstrated ability to lead and manage projects on time and on budget
- Ability to form and maintain strategic partnerships with key stakeholders that enhance program delivery

Qualifications

- An applicable university degree (Business, Management, Health Care, etc.)
- A minimum five years' experience in facility management (preferred social housing)
- Demonstrated history of leading a team of managers
- An equivalent combination of education and experience will be considered

I acknowledge that I have reviewed and understand the job description for the position of Director of Housing Operations. I understand that the job description may be modified from time to time according to operational needs as circumstances require. I agree to work according to the job description and as otherwise directed.

Employee Name (Print)

Employee Signature

Date Signed