



IDENTIFICATION

Corporation	Position Title	
Housing NWT	Vice President, Operations and Programs	
Position Number	Community	Division/Region
93-12909	Yellowknife	Headquarters

PURPOSE OF THE POSITION

Reporting to the President of Housing NWT, this position's key objective is to lead an effective and strategic corporate approach that supports the Corporation's five District Offices and the office of Housing Programs, as it relates to program responsiveness and results in the districts and communities. In doing so, the incumbent is responsible for the development, implementation, training, monitoring, evaluation, and delivery of programs and initiatives that optimize the Corporation's responsiveness to NWT housing needs, and ensure a continuity of approach to program delivery and implementation.

This position achieves its goals and objectives through its overall responsibility for program delivery through five district offices led by five District Directors. In addition to their responsibility for the implementation of corporate policies, programs & projects, Directors are accountable for the bottom line management of corporate resources, effective management of financial and human resources, and accountable for ensuring Local Housing Organizations (LHO's) effectively deliver housing programs at the community level.

This position works within the Corporation's framework and mandate of developing cost effective and efficient housing programs and initiatives designed to reduce affordability, suitability and adequacy problems and encourage residents and communities to become self-reliant to meet their housing needs. In achieving these goals, this position is accountable for ensuring the District Offices are managed and structured effectively and efficiently to deliver programs and services, in accordance with GNWT acts, regulations, policies and Corporation procedures.

The incumbent leads the Corporation's development of programs and initiatives that encourage and assist NWT residents and communities to take a strong independent role in addressing their housing needs, and to ensure that District Offices are supported and strategically structured and managed to achieve these results.

SCOPE

The Vice President, Operations and Programs, is part of the executive management team in the Corporation's head office and a key player in meeting their organizational and management objectives. The position serves as the lead advisor and strategist to the President on activities related to development and implementation of programs and initiatives, and carries the overall responsibility for the effective operation of the five District Offices located throughout the NWT.

The duties of this position have an impact on all Corporation divisions and districts, GNWT and Federal Departments and Agencies, LHO's, Indigenous governments and organizations, community governments, and individual clients. The Corporation provides program assistance opportunities to the more than 42,000 residents of the NWT in 33 communities. The Corporation also works in partnership with 24 communities for the provision of approximately 2400 public housing. The financial accountability of this position represents a significant portion of the Corporation's annual budget can therefore have a significant impact on its activities.

Reporting to the Vice President, Operations and Programs are an Administrative Assistant, five District Directors, the Director Housing Programs, and a Program Research and Monitoring Advisor.

District Directors are responsible for the effective regional delivery of various housing programs and initiatives in accordance with related National and Territorial statutory requirements, policy and procedure, while striving to meet the Corporation's goals and objectives. The District Director is responsible for the implementation of the Corporation's policies, programs and projects; accountable for the bottom line management of financial resources; and responsible for the effective management of financial and human resources. The District Director is accountable for ensuring Local Housing Organizations (LHO's) effectively deliver housing programs at the community level. Where there is no organized local housing organization, the District Director ensures district staff delivers programs and services while working with the community towards establishing a local group that will be able to directly deliver housing programs.

The Director, Housing Programs holds the overall accountability to ensure the effective development and delivery of Housing NWT programs and services throughout the NWT. Its objective is to fulfill Housing NWT's mandate while building capacity in the Districts and Local Housing Organizations, thereby overseeing the capacity development of NWT residents to be successful tenants and homeowners.

DIMENSIONS

The overall financial accountabilities of this position are:

O&M - District Operations	\$ 20,000,000.00
Local Housing Organizations O&M	\$ 37,000,000.00
District Capital	\$ 38,500,000.00 contributory
Total	\$ 95,500,000.00

RESPONSIBILITIES

- 1. Uphold and consistently practice personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.**
- 2. Act as a member of the Corporation's executive management team with key responsibilities and accountability in meeting the Corporation's organizational and management objectives.**
 - Participate in the overall planning activities of the Corporation including: strategic plans, policy and procedure development, short and long term planning for district operations, etc.
 - Work closely with the Vice President – Finance and Infrastructure Services to ensure programs and services are delivered in a coordinated manner.
 - Participate in GNWT inter-Departmental committees that impact the delivery of Corporation programs and initiatives;
 - Coordinate the Corporation's involvement with Federal/Provincial housing organizations including: participation in Federal/Provincial meetings, analysis of Federal/Provincial positions, etc.
 - Coordinate the Corporation's involvement on significant government wide program initiatives such as self-government, land claims, delivery, etc.
- 3. Oversees and leads the District Offices in relation to program responsiveness and effectiveness**
 - Ensure that district offices are structured, and resourced with appropriate policies and procedures, so that the focus of time, and money spent, on the delivery of programs and services is done in the most effective and efficient way.
 - Develop and implement training to district offices on new program delivery processes and mechanisms;
 - Ensure that the Corporation's programs and services are delivered within a sound public policy framework;
 - Ensure that the delivery of programs and services at the district level is based on the principles of fairness, equity and compliance with the Corporation's policies and procedures.
- 4. Ensure the efficient and effective operation of five district offices for the provision of programs and services to 33 communities and the provision of the public housing program in 24 communities.**
 - Ensure district offices, through the delivery of programs and services, promote consistency to the public and clients, through clear goals and objectives from headquarters, to the district offices and to LHO's;
 - Promote the development of strategies that outline opportunities for the Corporation to increase the delivery of housing programs and services at a community level;

- Develop and maintain consistent and clear district operations manuals in areas of financial administration, LHO operations, technical operations and programming, including the provision of training for each manual;
 - Promote and develop opportunities for employee training and career opportunities from the LHO level, district level, and headquarter level.
- 5. Oversee and lead the Housing Programs' team in the development and implementation of programs and initiatives that build on the Corporation's mandate to ensure there is a sufficient supply of affordable, adequate and suitable housing stock to meet the housing needs of NWT residents.**
- Design, develop, strategically plan, implement, monitor, and evaluate programs and initiatives that are responsive to community needs;
 - Ensure Corporation programs and initiatives contribute to the creation of sustainable and vibrant communities; promote community and personal responsibility in addressing housing needs; contribute to an environment of healthy educated people to improve quality of life; and provide opportunities for communities and individuals to become involved in addressing their own housing needs.
 - Inform and engage all stakeholders, through extensive consultation, to become better informed on the Corporation's programs and initiatives, to foster and develop partnerships, and. to assist them in becoming more involved in setting the strategic direction of the Corporation.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

Reading, proofreading, focused listening is required almost continuously. Being observant of non-verbal communication while listening to staff, and at board and national meetings is necessary.

Mental Demands

The position frequently encounters competing demands and deadlines. Travel to other communities by vehicle or small aircraft at least once per month. National travel takes place about three to five times per year.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the development of Corporate programs;
- Knowledge of strategic planning processes;

- Knowledge of the administration of social housing;
- Written and verbal communications, listening, and negotiation skills;
- Ability to work to deadlines and respond effectively to frequently changing deadlines;
- Ability to manage a diverse team of individuals, including knowledge of human resource management;
- Knowledge of or ability to acquire knowledge of various acts and legislation in the NWT as it relates the delivery of the Corporation's programs and services;
- Ability to manage a large budget;
- Ability to work effectively with a senior management team.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A relevant university degree, with a minimum of ten (10) years' experience in a social program delivery setting, including a minimum of three (3) years at a managerial level of regional and community level housing operations.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - READING COMPREHENSION:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - WRITING SKILLS:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred