

JOB DESCRIPTION

BCGEU

Position No. 80523	2. Descriptive Working Title Administration Supervisor – Housing & Health Services		3. Present Classification Clerk 6
4. Department Housing & Health Services	5. Branch/Section Operations	6. Proposed Classification	Date Jan 2019
7. Position No. of Supervisor 22226H	8. Descriptive Work Title of Supervisor Senior Manager Housing & Health Services		9. Classification of Spvr Excluded Manager
10. Job Summary:			

The Administration Supervisor is responsible for overseeing, supervising and coordinating the provision of administrative services for the Housing & Health Services department, which develops and delivers a range of programs and services that support the evolving needs of BC Housing's applicants and tenants. In undertaking the role, the position supervises a team of Housing & Health Services Assistants and provides senior level program administration support to the Senior Manager, including monitoring and reconciling program and administrative budgets, monitoring and maintaining Provincial Housing & Health Services Agreements with external agencies, and preparing statistical reports of a complex nature regarding the various programs and services delivered by the department.

11. Duties:

1. SUPERVISES THE HOUSING & HEALTH SERVICES ADMINISTRATION TEAM

- Supervises the work of staff in accomplishing their administrative goals and objectives; organizes and delegates work, establishes schedules and deadlines according to changing priorities, and monitors productivity
- Creates an environment that allows for a supportive and progressive attitude among staff; promotes improved performance through coaching and performance management and by ensuring that staff are provided with information and training necessary for the conduct of their assigned duties.
- Completes performance evaluations, determines performance issues, and recommends disciplinary action to Senior Manager Housing & Health Services
- Resolves grievances at the first stage of the grievance process.
- Participates with the Senior Manager in the recruitment of staff for new and vacant positions.

2. OVERSEES THE EFFECTIVE DELIVERY OF ADMINISTRATIVE SERVICES TO MEET REQUIREMENTS OF THE DEPARTMENT:

- Develops, recommends and implements new and revised administrative processes, procedures, forms, templates and documents to meet changing program and Housing Registry requirements. Identifies gaps in departmental policies and procedures and makes recommendations for improvements. Orients H&HS staff to new and revised procedures and processes
- Acts as the primary contact, trouble shooter and security gatekeeper for all systems pertaining to Health Services. Provides advanced software and some hardware support for common problems, and works closely with IT for more complicated issues. Identifies and recommends service, system and process improvement opportunities.
- Creates and implements various databases and spreadsheets and other information and records systems to record and track critical information pertaining to programs and projects.

- Supervises purchasing processes and the creation of work orders for goods and services required by the H&HS department; approves Pcard coding, the processing of travel claims and invoices for payments
- Ensures the departmental intranet site is updated regularly, converts and imports updated documents to the intranet site, creates new intranet pages and updates existing pages in accordance with instructions, including liaising with other departments and branches to receive their input
- Generates regular and ad hoc program/project reports, analyzes issues and trends, and informs Senior Manager Housing & Health Services of any issues. Investigates and researches information for status reports, briefing notes, and submissions for Executive Committee and external stakeholders, including Provincial Health Services Authority and Ministry of Health; prepares draft reports or sections of reports as instructed.
- Schedules, organizes and coordinates events and meetings: prepares and circulates agendas, coordinates the preparation and distribution of materials, and organizes venue or video conference, speakers, hospitality, catering services, travel and accommodation.
- Liaises with service providers, Health Authorities, external agencies, Housing Sponsors, community groups, government agencies and other BC Housing departments regarding project/program information, support service agreements, monitoring tools and administration related issues. Provides options for resolution of bottlenecks and problems
- Maintains staff documentation for vacation and flex time, travel and overtime records, training programs and leave management; assists the Senior Manager and HHS Managers in maintaining HR related files
- Provides direct administrative and secretarial support to the Senior Manager Housing & Health
- Assesses the urgency and importance of key/critical issues and ensures response to those matters requiring the immediate attention.

3. PROVIDES SENIOR LEVEL PROGRAM ADMINISTRATION SUPPORT TO THE SENIOR MANAGER AND OTHER MANAGERS IN THE DEPARTMENT:

- Monitors project and program budgets; advises Senior Manager and relevant Managers of issues and trends.
- Oversees the monitoring and maintenance of Provincial Housing & Health Services Agreements, ensuring external agencies are providing quarterly reports and remaining within their budget
- Ensures the shortlisting process conducted by the HHS Team Assistants for Lower Mainland sites have adequate numbers of prequalified applicants at the sites with most vacancies. Reviews weekly vacancy reports prior to distribution to LMD Management team.
- Receives, initiates and authorizes payment within delegated spending authority for services rendered under approved agreements and program deadlines for various Housing & Health Services Programs such as TSRSP's, Welcome Kits and Furniture vouchers
- Reviews and verifies eligibility criteria for rent supplement renewals and ensures all relevant financial and ROI documentation is included. Ensures rent supplement cheque is processed and issued in a timely manner. Resolves inaccuracies or questionable documentation.
- Creates new projects and agreements in various BC Housing information systems, and liaises with other departments to ensure that service provider data is set up in all relevant BC Housing data base systems
- Reviews the preliminary analysis of various issues and trends identified by HHS Team Assistants and recommends action to Senior Manager; responds to escalated applicant and tenant inquiries regarding housing applications, rent supplements and requests for information.

4. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments

STAFFING CRITERIA

1. Position No. 80523	2. Descriptive Working Title Administration Coordinator – H&HS	3. Present Classification Clerk 6
1. Qualifications, Education and Experience		

Substantial completion of a college diploma and successful completion of a supervisory course.

Minimum 5 years related experience in a relevant subject area and in a comparable environment, including supervisory experience.

Experience in supervising in a unionized environment

or an equivalent combination of education and experience suitable to the employer.

5. Knowledge and Skills:

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Knowledge of and skills in Supervision
 - In depth knowledge of program, project and contract administration
 - Advanced knowledge of the rules, practices and processes of program, project and office administration
 - Ability to organize and prioritize the work of others, to meet multiple deadlines in a fast paced environment while being responsive to diverse and shifting challenges without compromising the quality of work.
 - Advanced knowledge and skill in database administration and Microsoft Office Suite.
 - Strong oral and written communication skills, with an excellent command of English grammar, punctuation and spelling
 - Strong mathematical aptitude and excellent attention to detail
 - Advanced interpersonal and relationship managing skills
 - Proven conflict resolution skills
 - Advanced analytical, research and problem-solving skills and ability to find and implement creative and practical solutions to problems
 - Ability to coordinate longer-term team assignments and projects involving extensive consultation with staff and external groups;
 - Ability to type a minimum of 50 wpm.
 - Ability to adapt to change, and work under pressure in a demanding and volatile atmosphere.

Assets:

- Good understanding of affordable housing programs and housing clientele
- Good knowledge of government and community agencies and the services they provide

7. Occupational Certification
