

## JOB DESCRIPTION

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1. Position No. 80530, 81424	2. Descriptive Working Title Supportive Housing Advisor		3. Present Classification TBC
4. Department Regional Operations/Supporting Housing Programs	5. Branch/Section Operations	6. Proposed Classification	Date Apr 2018 Revised Apr 2020
7. Position No. of Supervisor 80246, 23009	8. Descriptive Work Title of Supervisor Director, Orange Hall Regional Direction, Vancouver Island Region		9. Classification of Supervisor Excluded Management
10. Job Summary:			

The Supportive Housing Advisor is responsible for administrating the funding and monitoring the performance of Non-Profit Societies that are operating highly complex and diverse housing and support service portfolios. The position approves and monitors significant operating budgets that may include multiple funding sources including health authorities, other provincial organizations, private sector philanthropy and the federal government, while balancing the requirement for appropriate financial oversight and risk mitigation with the need to ensure appropriate outcomes are achieved. The role provides property management, financial and program expertise through a collaborative approach that recognizes and adapts to the expertise and capacity of a range of service providers. The position builds and facilitates strong collaborative relationships with stakeholders and provides vision, advice, and leadership as a partner and advisor in achieving the Non-Profit provider's mandate and BC Housing's objectives. Responsibilities are performed in an environment that involves multiple stakeholders including a range of private and nonprofit advocacy groups as well as municipal, provincial, private sector and federal agencies with a range of agendas and special interests.

11. Duties:
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1. Manages a portfolio of significantly complex non-profit housing providers responsible for the delivery of complicated housing and support programs to vulnerable populations. The broad range of supported housing options include outreach, shelters, congregate and scattered housing, and serve a challenging population.
2. Plans, manages and facilitates collaborative and beneficial working relationships with the Boards and Executive of housing providers. Develops an intimate knowledge and understanding of each provider's operations and client base and builds a strong professional and respected relationship as a partner and advisor in supporting the achievement of the provider's mandate.
3. Develops an expert knowledge and understanding of BC Housing's funding programs and the budget and subsidy review process related to those funding programs. Provides vision, expert advice and leadership to Boards and Executives regarding the development of strategies for the delivery of housing and support programs. Provides consultation regarding the planning and development of operating budgets and support service models for new housing projects. Oversees/facilitates the execution of the Operating Agreement and Supportive Housing Program agreements, development of first-time budgets and capital plans, and development and maintenance of governance and operating policies. Provides general management education and training regarding all aspects of society operation, including budgeting, maintenance, administration, staffing, operational procedures, contracted services and preparation of tender documents.
4. Utilizing broad and conceptual knowledge and understanding of the non-profit environment and the needs of vulnerable populations, provides expert advice, consultation and education to non-profit housing providers that will improve their operations over the long term and provide better services and response to the populations served.

5. Acts 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
6. Works in consultation with the Society executive regarding the determination of appropriate outcomes-based performance standards, annual budgets, replacement reserve expenditures, and long-term capital plans. 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. 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.
7. 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.
8. Conducts complex operational and support service reviews to ensure the Society is complying with the Operating Agreement and Supportive Housing Program agreements, operating subsidies are administered accurately, financial procedures are in compliance with audit guidelines, and building deficiencies are identified. Identifies red flags in audited financial statements, including items noted in the notes to the financial statements and the management letter. Assigns, reviews and approves Financial Reviews completed by the Financial Review & Budget Analyst (FRBA). Works closely with the provider in developing and implementing strategies for improvement of outcome measures, provides expert advice and support to ensure the effective implementation of recommendations, and monitors ongoing results.
9. Works closely with Development & Asset Strategies, Corporate Services, and various departments and staff within Operations regarding the planning and development of new housing, the planning and implementation of capital improvement projects, delivery of complex supportive housing programs, management of housing providers at risk and other related matters. 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.
10. Counsels Society executive and staff on all aspects of property management and support service provisions; Recommends socially responsible solutions in areas involving tenant issues and conflicts, breaches of tenancy agreements, and preparation for hearings at the Residential Tenancy Branch. 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.
11. In conjunction with Supportive Housing staff, recommends strategies to best meet the needs of vulnerable people in the area and ensure the effective utilization and success of housing support programs, whether through housing providers or other organizations including health authorities and municipalities.
12. Liaises with Procurement & Contract Services and Supportive Housing regarding the issuance of Expressions of Interest, Requests for Proposal etc for the delivery of contracted services for the area. Reviews and evaluates submissions and negotiates and awards contracts to service providers. Manages contracts and resolves issues impacting service delivery. 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.
13. As the "regional voice", provides feedback and recommendations to Supportive Housing regarding programs, policies and contracts. Implements new and revised policies and programs, working in accordance with provincial requirements established by Housing Programs. Provides input to regional budget planning for contracted services; updates databases and other records and prepares reports for Executive Committee and regular reports to assist in program delivery, contract management, program planning and evaluation.
14. Builds and maintains constructive and effective relationships and partnerships with a range of community stakeholders and special interest groups. Represents BC Housing in meetings with community, municipal, health and other groups, as well as on community based multi-stakeholder working groups/committees, to identify community problems and implement solutions. 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 the Operations Manager, Corporate Communications and relevant staff from other Branches as required of developing or potential issues.

15. 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.
16. Participates in the provincial emergency response process as required.
17. Supervises staff by assigning and monitoring their work, providing training and orientation, directing and motivating staff to reach their highest potential, providing advice and guidance regarding staff issues, conducting performance evaluations and disciplining staff when necessary. Participates in the recruitment of staff and resolves grievances at the first stage of the grievance process.
18. 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**

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4. Education, Training and Experience		

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. MBA preferred.

Courses in mediation and conflict resolution an asset.

Minimum six years' experience at a senior level in: Non-profit society management and/or in the delivery of social services and community-based programs, preferably supporting populations who are homeless and/or live with mental health and addiction issues, developing partner/stakeholder relationships and providing advice and consultation to not-for-profit Boards and Executive regarding business and program management, and negotiation and management of contracts for service.

Supervisory experience in a unionized environment preferred.

Or an equivalent combination of education, training and experience acceptable to the employer.

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

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

**Leadership Competencies:**

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

- Extensive knowledge and understanding of the philosophies, principles, practices and standards 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 in the DTES, including homelessness, mental illness and drug addiction, domestic violence, child protection and ageing
- Considerable knowledge and understanding of BC Housing's mandate, programs and policies in delivering social housing and social services to the vulnerable
- 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
- Considerable 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 and systems and an ability to recognize deficiencies
- Expertise and knowledge of budgeting and contracting practices, and ability to assess audited financial statements
- Ability to strategize, plan, coordinate, integrate and manage a complex portfolio of non-profit societies in providing the highest quality of stable, safe and affordable housing and housing related services.
- Ability to provide strategic organizational and general management expertise, and educate boards and executive in the successful operation of housing societies

- 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
- Ability to build successful and constructive relationships and partnerships, both externally and internally, and work together to mutually attain the objective of providing stable, safe and affordable housing and housing related services.
- Effective consultative, facilitation, consensus building, negotiation, mediation, influencing and conflict resolution skills
- Effective verbal and written communication, presentation and interpersonal skills
- Effective leadership, conceptual, analytical, strategic thinking and problem-solving skills.
- Good understanding of computer systems and excellent computer skills.
- Valid BC Driver's License and access to a reliable vehicle.

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6. Occupational Certification
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