

## JOB DESCRIPTION

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1. Position No. 80530, 81424, 81642	2. Descriptive Working Title Supportive Housing Advisor		3. Present Classification AO V
4. Department Regional Operations/Supporting Housing Programs	5. Branch/Section Operations	6. Proposed Classification	Date Apr 2018 Revised September 2020
7. Position No. of Supervisor 80246, 23009, 23011	8. Descriptive Work Title of Supervisor Director, Orange Hall Regional Director, Interior Region Regional Director, Vancouver Island Region		9. Classification of Supervisor Excluded Management
10. Job Summary:			

The Supportive Housing Advisor administers funding and reviews the effectiveness of Non-Profit Societies responsible for the delivery of housing and support programs. He/She/They approves significant operating budgets that often includes multiple funding sources including health authorities, other provincial organizations, private sector philanthropy and the federal government. He/She/They makes recommendations regarding program implementation and provides a high degree of financial oversight and risk mitigation.

The role provides housing 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 non-profit housing providers responsible for the delivery of housing and support programs to vulnerable populations. The broad range of supported housing options includes outreach, shelters, congregate and scattered housing, and serves a population with a history of homelessness and complex needs.
2. Acts as the primary point of contact for the Non-Profit Society. Plans, manages and facilitates collaborative working relationships with the Boards and Executive of housing providers. Develops an in depth understanding of each provider's operations and client base and builds a strong professional relationship as a partner and advisor in supporting the achievement of the provider's mandate.
3. Develops an in depth 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.
4. Represents BC Housing in meetings with Non-Profit Executive/Boards, municipalities, health authorities and other key stakeholders to identify community problems and implement solutions. Leads the Community Advisory Committee and Community Dialogue Groups as well as other community engagement processes.
5. Oversees and facilitates the execution of the Operating Agreement and Supportive Housing Program agreements, development of first-time budgets and capital plans, development and maintenance of governance and operating policies, and all other aspects of society operation.

6. Works in consultation with BC Housing's Operations and Research Department as well as Society Executives to provide input into the development and review of appropriate outcomes-based performance standards, annual budgets, replacement reserve expenditures, and long-term capital plans.
7. Educates Non-Profit Societies on the use of a BC Housing standard budget template, creates and analyses budgets, negotiates budgets with the Board/Executives, 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.
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. Leads 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, and works with the Audit Services department to resolve issues if necessary. 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.
10. 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 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.
11. 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, 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.
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. Recommends strategies to best meet the needs of vulnerable people in the area and ensures the effective utilization and success of housing support programs. 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 relationships and partnerships with a range of community stakeholders and special interest groups. As the primary contact for the assigned portfolio, responds to inquiries and shares relevant information with partners, service agencies, the public, non-profit staff, tenants, oversight agencies, advocates, elected representatives and senior level government officials. Acts to prevent and/or stabilize sensitive or contentious issues and alerts the Director, Corporate Communications and relevant staff from other Branches as required of developing or potential issues.
15. Maintains knowledge in the details of a variety of housing and support programs, including Expiry of Operating Agreements, BC Housing's funding programs and the budget and subsidy review process related to those funding programs. Maintains current knowledge and understanding of 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**

1. Position No. 80530, 81424	2. Descriptive Working Title Supporting Housing Advisor	3. Present Classification AO V
4. Education, Training and Experience:		

Bachelor's degree in Public Administration, Business Administration or other relevant discipline, including university level courses in non-profit society management and/or social service delivery.

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, Skills and Abilities:
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**Core Competencies:**

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

**Leadership Competencies:**

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

- Significant 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.
- Significant knowledge of current social issues facing tenant populations, including homelessness, mental illness, 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.
- Significant 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.
- 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 ability to recognize deficiencies.
- Significant knowledge of budgeting and contracting practices, and ability to assess audited financial statements.
- 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.
- Proficient with computer applications and databases.
- Ability to understand, analyse, and apply a broad range of Program Agreements and project-specific Operating Agreements.
- 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 executives 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 analyse complex, challenging and sensitive issues, balancing diverse interests and facilitating 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.
- Valid BC Driver's License and access to a reliable vehicle.

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6. Occupational Certification
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Criminal Record Check required.