

1. Position No. 81306	2. Descriptive Working Title Executive Director & Strategic Advisor, Homelessness		3. Present Classification Excluded Mgmt
4. Branch EXECUTIVE OFFICE	5. Department Strategic Business Operations & Performance	6. Work Location Telework Eligible	Date Jan 2016 Revised Oct 2021
7. Position No. of Supervisor 81522	8. Descriptive Work Title of Supervisor Vice President, Strategic Business Operations & Performance		9. Classification of Supervisor Excluded Mgmt

**POSITION SUMMARY**

Reporting to the Vice President, Strategic Business Operations & Performance, the Executive Director & Strategic Advisor on Homelessness is responsible for leading strategic policy and program development, liaising with implementation teams, and working collaboratively with the sector and BC Housing Operations Branch to conduct ongoing monitoring and provide direction for improvements to social housing programs for people who are homeless or at risk of homelessness. She/he/they ensures all work is strategically aligned with provincial strategies that address homelessness, with BC Housing’s commitment to Truth and Reconciliation with Indigenous peoples and applies an equity analysis to all policies and programs that address homelessness. In collaboration with colleagues from across the commission and people who have with lived experience, the Executive Director will lead the BC Housing policies and program frameworks that address homelessness, including but are not limited to: Provincial Homeless Initiative, Women’s Transition and Support Services, Emergency Weather Response, Homeless Outreach Program, Homelessness Prevention Program, the Supported Housing Registry, Emergency Shelter Program, Seniors’ Supportive Housing, Encampment Response Strategy, Independent Living BC and Homes BC.

**MAJOR RESPONSIBILITIES**

1. Leads the development of policies, procedures and program/service delivery frameworks in order to meet strategic mandates, provincial standards and expected outcomes for a variety of homelessness response programs. Ensures that all policies, programs, and frameworks uphold Declaration on the Rights of Indigenous Peoples Act (DRIPA) legislation BC Housing’s commitment to Truth and Reconciliation with Indigenous Peoples and to the principles of equity, diversity, inclusion, and belonging.
2. Provides provincial oversight and collaborates with the Executive Director, Supportive Housing and Homelessness Operations and regional staff regarding the development of programs at the regional level; monitors and reports on program policies, procedures and standards and provides advice, leadership and training programs to BC Housing staff and the non-profit sector to ensure provincial program accountability requirements and performance outcomes are met.
3. Leads program evaluations, analyzes program effectiveness and service delivery issues from a provincial perspective, develops options and presents recommendations to the VP, Operations colleagues, and other key stakeholders to improve program effectiveness and promote strategic opportunities within the program areas.
4. Acts as a contact for Executive Office and Corporate Communications on homelessness issues of a sensitive manner including media inquiries, letters to the Minister and Executive Office.
5. Provides advice and acts as a senior level resource to Corporate Services, Executive Office, municipal partners, and provincial colleagues regarding the development of the provincial homelessness strategy, housing program frameworks,

- policies, procedures, resources, tools, performance indicators and program implementation strategies for new and revised homelessness programs to be delivered and reported on by the Operations Branch; provides advice and leadership support to the board and to the Executive Committee in ensuring best practices are applied to program frameworks for successful implementation by the Operations Branch.
6. Supports the development of program budgets prepared by the finance team for submission to the provincial Treasury Board. Provides budget information and analysis to support the development of the Operations/regional program delivery budgets for implementation by the Operations.
  7. Provides strategic analysis and oversight for the development of contract and program agreement templates, supporting the evaluation and negotiation of contracts and agreements with housing and service providers for the delivery of programs and services on a provincial basis by the Operations Branch. May lead cross-regional expression of interest or procurement processes and provides key liaison with Strategic Procurement and Contracts staff regarding procurement and contracting activities.
  8. Works with Research and Operations to provide data, analysis, and direction to the Development Services team on the specific needs of homeless people or people at risk of homelessness to ensure new supportive housing developments are planned in accordance with the needs of communities across the province.
  9. Contributes to and collaborates on the development of an Indigenous homelessness response strategy. Leads the development of a homelessness encampment response strategy that incorporated best practices and builds on work underway to advance principles of justice and equity by centering the voices of people experiencing homelessness and those with lived experience of homelessness.
  10. Ensures that policies and program framework for BC Housing's implementation of the provincial homelessness strategy has included the perspectives of people with lived experience and from marginalized communities. Supports the implementation of best practices and cultural competency through training and development opportunities with internal and external team members.
  11. Collaborates with the Research team and prepares reports on a variety of issues relating to the provincial homelessness strategy, program policies and program delivery
  12. Collaborates with the IT Department to develop systems for new and enhanced policies and programs, and also to meet ongoing and emerging business requirements. Manages activities relating to monitoring and reporting on the performance of the provincial housing strategy, including the development of staff training initiatives.
  13. Develops and maintains relationships with multiple stakeholders such as representatives of various ministries of the provincial government, Health Authorities, federal and municipal/regional governments, the Homeless Services Association of BC, BC Non Profit Housing Association, Shelter Net BC, BC Transition House Society, Municipal Homelessness Task Forces and housing and service providers to create opportunities and inform the development of policies and programs; provides advice to Operations in resolving issues affecting service delivery, and promote programs and services to support people who are homeless or at risk of homelessness.
  14. Monitors trends and developments in the homeless service sector globally, nationally, and at the provincial level that could shape, evolve, or impact strategic policies, programs, and service delivery strategies, and provides background information, options and recommendations to the Executive Director regarding changes in program planning, design and policies
  15. Works with the teams within the Strategic Business Operations & Performance Branch to ensure internal strategies that overlap and impact the delivery of the provincial homelessness strategy are incorporated into BC Housing policies and program frameworks.
  16. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a

management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.

17. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations, and participating in task force, project teams and committee work.

## ORGANIZATION

The Executive Director & Strategic Advisor, Homelessness reports to the Vice President, Strategic Business Operations and Performance.

The position supervises a team of staff, including excluded and bargaining unit employees.

## QUALIFICATIONS

### Education, Experience and Occupational Certification

Bachelor's degree in public health, public administration, social policy or a related field.

Extensive experience in the planning, development and implementation of homeless services, policies, and programs, with specific experience area of supportive and social housing delivery for low-income and marginalized communities.

Extensive experience in developing, facilitating and managing relationships with diverse groups of external stakeholders, Indigenous partners, and marginalized communities, preferably involving a response to homelessness and the provision of housing across the continuum.

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

### Knowledge, Skills and Abilities

#### Core Competencies

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

#### Leadership Competencies:

- Alignment & Results
- Team Development
- Relationship Building

Significant knowledge and understanding of the philosophies, principles and standards relating to the development and implementation of social housing and support services, for diverse communities applying an intersectional analysis to policies and programs that considers race, Indigeneity, age, gender, sexual orientation, disability, faith groups, mental health needs, and other factors.

Ability to learn and understand BC Housing's mandate, strategies, programs and policies in delivering social housing programs across the province

Ability to lead the formulation and implementation of a strategy and framework for the planning, development and delivery of programs that serve people who are homeless or those at risk of homelessness.

Ability to construct reports and presentations to ensure clear and effective communications employing best practices in formatting and design.

Ability to establish a high level of rapport with staff, management/senior management, Executive, and other internal and external partners and stakeholders and work collaboratively with cross-functional groups to achieve common goals

Ability to conduct advanced equity analysis demonstrated by a sound knowledge of best practices in advancing strategy and policy in support of marginalized communities and exercise cultural competency.

Demonstrated ability to understand and share the feelings of another, provide effective feedback and incorporate the perspectives of multiple communities, in the consideration of impacts and outcomes of a decision-making process through advanced equity analysis.

Ability to exercise self-awareness, empathy and emotional intelligence

Ability to lead, coach and motivate staff in a team setting

Effective leadership, consultative, facilitation, consensus building, conflict resolution and negotiation skills

Strong strategic thinking, conceptual, problem solving and decision-making skills

Demonstrated professional and interpersonal communication skills across a range of channels (written, oral, presentation)