1. Position No. 22166, 80363, 22219, 22216, 80731, 80506	2. Descriptive Working Title Portfolio Assistant, Non-Profit		3. Present Classification Clerk IV
4. Department Lower Mainland – Non-Profit, Interior Region	5. Branch/section Operations	6. Work Location Telework Eligible	Date March 2018 Revised Sept 2020; Nov 2021
7. Position No. of Supervisor 81111, 22305	8. Descriptive Work Title of Supervisor Regional Administrative Services Manager		9. Classification of Supervisor Excluded Management

10. Job Summary:

Reporting to the Regional Administrative Services Manager, the Portfolio Assistant, Non-Profit, provides operational and administrative support to Non-Profit Portfolio Managers (NPPM). He/She/They assists with rent calculations, Financial Review and Budget preparation, the Operational Review process, Extreme Weather Response (EWR) program administration and Health Services Training administration. Frequency of duties performed may vary depending on Region and business needs.

11. Duties:

Rent Calculation:

- Monitors and updates the Rent Calculation Tracker (RCT) with current ongoing status information, reviews files and identifies any missing documentation and/or discrepancies in the income verification materials.
- Follows up with Housing Providers by correspondence and direct communication when documentation is overdue. Works with Non-Profit Portfolio Manager (NPPM) and Financial Review and Budget Analyst (FRBA) to discuss next steps on overdue materials.
- Performs accurate rent calculations, subsidies, adjustments and annual reviews by analyzing and interpreting financial documents and initiating investigations when required.
- Notifies FRBAs when the rent calculation for a Housing Provider has been completed, allowing the FRBA to complete their budget & subsidy grant adjustment as required.
- Reviews and interprets tenant information to ensure accuracy and compliance regarding tenancy accounts, family composition, Declaration of Income and Assets, etc.
- Follows up with Applicant Services' files on an as needed basis regarding receipt of requested documentation.
- Works with FRBAs to ensure that Market Rent changes have been updated in Housing Connections.
- Identifies Housing Providers that may require training and assistance and discusses plans with the NPPM. Provides online Rent Calculation training for Provincial Homelessness Initiative (PHI) projects.

Operational Reviews:

- In conjunction with the NPPM, maintains the Operational Review Schedule and tracks required documentation for the scheduled Operational Reviews. Follows up with NPPMs for completion/resolution of Operational Reviews.
- Prepares introductory letter(s) and on-site Operational Review Package for the NPPM prior to site visits. Provides NPPMs with completed Operational Review for forwarding to Housing Providers.
- Performs Rent Calculation Verification Audits province-wide by selecting which units to audit and determining if the rent calculations have been done correctly and if the correct subsidies have been provided. Provides findings and recommendations from the Rent Calculation Audit and reviews resulting issues with the NPPM.
- Follows up with NPPM on overdue documents, including Rent Verification documentation, Rent Roll and Tenancy Agreements.
- Enters results of the Operational Review and other pertinent information into the Operational Review System (ORS).

Financial Review & Budget Support:

- Maintains and monitors the Financial Statement Tracker; compares the number of projects on the tracker against the Central Property System (CPS) in preparation for the FRBA to complete the financial review.

- Receives financial documents through the Non-Profit Portal from housing providers, completes 'Financial Statement Checklist' and forwards to NPPM/FRBA.
- Generates, completes and distributes applicable reminder letters for Housing Providers on a monthly basis.
- Generates and checks emerging projects lists and sends out start-up packages as needed.
- Monitors email and prepares working file/folders for NPPM per 'Budget Checklist'.
- Reviews list from Operational Support to determine which societies require audited and unaudited financial statements, confirms in CPS and follows up with providers as required.
- Obtains Annual Company Search from BC Online in preparation for the FRBA to complete the financial review.

Extreme Weather Response (EWR) program administration (LMNP):

- Verifies and confirms that all information on invoices is correct, reconciles invoices to approved budgets and advises the EWR program manager of any issues. Follows up with shelter operators and/or Homelessness Services if information is not verified.
- Sends verified information to NPPM for approval and to Accounts/Payable for payment; enters into JD Edwards System (JDE1).
- Maintains EWR Invoice Tracking Spreadsheet.
- Responds to inquiries from shelter operators regarding the program.

Health Services training administration (LMNP):

- Maintains waitlist of participants; organizes catering, sends invitations to participants and provides instructor with attendance list.
- Liaises with Mental Health First Aid Canada regarding provision of certificates.

Mortgage Administration (LMNP):
- Administers mortgage amortization, renewals and payouts for Housing Providers.
- Liaises with NPPM, FRBA and Lending Department to provide instructions.
- Maintains tracking systems and ensures system integrity.

General Duties:

- Receives and responds to correspondence, email and phone calls from Non-Profit societies, the public and others.
- Monitors Non-Profit Portal and redirects inquires to the NPPM/ FRBA.
- Attends regular meetings with NPPMs to review the status of ongoing Operational Reviews and Group Home inspections.
- Conducts Land Title Searches.
- Processes P-card purchases for LMNP office staff.
- Updates and maintains databases and spreadsheet data with relevant information in various systems.
- Maintains a variety of records, filing, and follow-up systems.
- Receives and processes incoming and outgoing mail and courier deliveries.

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

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4. Education, Training and Experience:

High School graduation plus completion of a number of post-secondary courses in business or program administration.

Considerable program administration experience, with some experience in accounting.

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

5. Knowledge, Skills and Abilities:

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

- Sound knowledge of program administration processes and practices.
- Sound knowledge of government filing systems.
- Working knowledge of accounting practices.
- Good research and problem-solving skills.
- Good analytical skills, with strong mathematical aptitude and attention to detail.
- Strong communication and interpersonal skills and the ability to exercise tact, diplomacy and good judgement when dealing with a variety of audiences.
- Intermediate proficiency with database systems and computer applications, including Microsoft Excel, Word, and Outlook.
- Ability to learn and apply BC Housing funding programs and the Non-Profit Rent Calculation Policy.
- Ability to type minimum 40 wpm.
- Ability to organize, prioritize and process a large volume of work with a high degree of accuracy while meeting prescribed deadlines; demonstrated ability to take initiative.
- Ability to work independently and as part of a team, in a fast-paced deadline oriented environment.

6. Occupational Certification: