

1. Position No. 80128	2. Descriptive Working Title Director, Supportive Housing Programs		3. Present Classification Excluded Management
4. Branch Operations	5. Department Supportive Housing Programs	6. Work Location Hybrid – Site Central	Date October 2015 Revised July 2022 Revised September 2023
7. Position No. of Supervisor 81948	8. Descriptive Work Title of Supervisor Associate Vice President, Supportive Housing & Homelessness		9. Classification of Supervisor Excluded Management

**POSITION SUMMARY**

Reporting to the Associate Vice President, Supportive Housing & Homelessness Operations, the Director, Supportive Housing Programs leads, the development, implementation, and management of social housing programs for the vulnerable from a provincial perspective. He/She/They oversee various programs including, Provincial Homelessness Initiative, Supported Rent Supplement Programs Homeless Outreach Programs, Seniors’ Supportive Housing, Independent Living BC, and Homes BC.

The incumbent develops strategic partnerships with various stakeholders to ensure access to a range of housing and program options to those in need of affordable housing. The position partners closely with regional staff in the planning and development of program delivery strategies and provides consultation and advice to meet performance outcomes.

**MAJOR RESPONSIBILITIES**

1. In consultation with the Associate Vice President, develops a strategic vision and framework for the development and implementation of existing and new housing programs and support services for the vulnerable, including people experiencing homelessness.
2. Develops strategic partnerships with the housing sector, community agencies and across government to ensure that those in need of affordable housing and support services, including eligible vulnerable people, are able to access a range of housing and program options.
3. In partnership with the Strategy & Innovation and Equity & Corporate Affairs branches, leads the development of new supportive housing programs executed by BC Housing as directed by the provincial government. Working closely with others internal stakeholders, assesses requirements, establishes program frameworks, determines appropriate funding and staffing levels for implementation, develops procedures, resources, tools, performance standards, benchmarks, and program delivery strategies in order to meet program operating mandates and expected outcomes.
4. In partnership with the AVP, leads the province-wide implementation and review of provincial programs that have not been delegated to the regions, including but not limited to homeless outreach, emergency shelter programs, Provincial Homeless Initiative, and other supportive housing programs.

5. For programs delivered by the regions, works closely with Regional Directors and staff in planning and developing program delivery strategies, and provides consultation and advice to ensure program accountability requirements and performance outcomes are met.
6. In partnership with the Strategy & Innovation and Equity & Corporate Affairs branches, drives program evaluations, analyzes program effectiveness and service delivery issues from a provincial perspective, develops options and presents recommendations to the Associate Vice President to improve program effectiveness and promote strategic opportunities within the program areas.
7. Provides analysis and support for the evaluation and negotiation of contracts and agreements with housing and service providers for the delivery of programs and services on a provincial basis. May lead cross-regional Expression of Interest (EOI) or procurement processes and provides key liaison with Procurement and Contracts staff regarding procurement and contracting activities.
8. Aids the AVP and working groups across various depts including Housing and Health Services, Development and Asset Strategies and by providing input and recommendations regarding new developments in communities with vulnerable populations.
9. Partners with Operations Business Management to develop systems for new and enhanced programs and also to meet ongoing and emerging business requirements. Acts as the business lead for activities relating to the testing, quality assurance and implementation of systems across the province, including the development and implementation of staff training initiatives.
10. 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 BC Non-Profit Housing Association, Homelessness Services Association of BC (HSABC), and housing and service providers to create opportunities and support consistent delivery and funding of services, provide advice in resolving issues affecting service delivery, and promote programs and services to support vulnerable populations.
11. Monitors trends and developments at the provincial level that could impact Operations policies, programs, and service delivery strategies, and provides background information, options and recommendations to the Associate Vice President regarding changes in program planning, design and policies.
12. Provides extensive support to the AVP and Executive Director & Strategic Advisor Homelessness to develop budgets, estimates, and forecasts for resources to meet program objectives; initiates, monitors and controls expenditures and prepares monthly reports.
13. 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.
14. 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 Director, Supportive Housing Programs reports to the Associate Vice President, Supportive Housing & Homelessness Operations.

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 or Urban planning or a related field.

Considerable experience in the planning, development, and implementation of programs, with specific experience in the delivery of social housing programs and services for vulnerable populations.

Considerable experience in developing, facilitating, and managing relationships with a variety of external stakeholders, preferably involving the provision of supportive housing programs.

Considerable experience in contract negotiation, program evaluation and quality assurance within social housing spectrum.

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

Criminal Record Check is required.

### Knowledge, Skills, and Abilities

#### Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Customer Oriented

#### Leadership Competencies:

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

- Considerable knowledge and understanding of the philosophies, practices and standards relating to social housing program design, development, implementation, and evaluation.
- Considerable knowledge and expertise on the housing and support needs of vulnerable populations.
- Considerable knowledge and expertise on non-profit society governance, management, and operation.
- Effective leadership, verbal and written communication, presentation, and interpersonal skills.
- Effective consultative, facilitation, negotiation, conflict resolution, problem solving and consensus building skills.
- Effective planning, organizational and leadership skills.
- Ability to learn and understand BC Housing's mandate, programs, and policies in delivering social housing to the vulnerable throughout the province.
- Ability to assess program requirements, develop policies, procedures, and delivery strategies to meet operating mandates and expected outcomes, evaluate program effectiveness from a provincial perspective, and provide recommendations to improve program implementation and management.
- Ability to establish and maintain collaborative working relationships with Operations managers and staff, other Branches and various external stakeholders including housing associations, health authorities and provincial and federal governments to address issues relating to the delivery of social housing programs across the province.
- Ability to exercise emotional intelligence, empathy, discretion, tact, diplomacy, and good judgement.
- Ability to lead, coach and motivate staff in a team setting.