

# Job Title: Director, Non-Market Housing Operations

Requisition ID: 41635

## Organization

Located on the traditional, ancestral and unceded lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Peoples, Vancouver has a commitment to becoming a City of Reconciliation. Vancouver consistently ranks as one of the world's most liveable cities and is working towards being the greenest city in the world. Named among Canada's Top 100 Employers, BC's Top Employers, and Canada's Greenest Employers, the City of Vancouver seeks colleagues who can help shape and embody our core commitments to sustainability, reconciliation, equity and outstanding quality of life for all residents.

Consider joining our committed team of staff and being part of an innovative, inclusive and rewarding workplace.

## Main Purpose and Function

Reporting to the Managing Director of Non-Market Housing Development and Operations, the Director of Non-Market Housing Operations oversees the successful operations of all City-operated non-market housing and associated unionized site staff, ensuring the maintenance and delivery of affordable housing for a diverse population in Vancouver. The Director leads an exempt management team comprising a Facilities Manager, Portfolio & Building Services Manager, Program/QA Manager, and Operations Manager, and indirectly supervises seven Non-Market Operations Residence Managers, four Residence Attendance Shift Leads, three administrative personnel, an Operations Supervisor, and a Building Services Supervisor.

Managing a housing portfolio funded by various sources including the City and BC Housing, the Director coordinates corporate mandates with community-focused outcomes. Responsibilities include establishing operational, tactical, and strategic frameworks to promote organizational excellence and continual improvement while delivering quality outcomes. The Director develops and implements innovative business solutions, leads change management initiatives, and addresses financial gap issues in consultation with the Managing Director and senior management. This role also involves managing funding agreements with BC Housing and other agencies to extend subsidy agreements where possible and assuming acting responsibilities for the Managing Director as needed.

The Director provides value-based leadership and decision-making in the provision of affordable housing to a wide demographic range, from those on income assistance to low-end market rentals. By leading, coaching, and mentoring staff, the Director ensures quality service and continual improvement. Additionally, the Director guarantees the long-term sustainability of the housing portfolio and adapts to changing community needs by collaborating with internal City departments, external organizations, health authorities, and other government levels.

## Specific Duties and Responsibilities

- Supports strategic leadership in property management for the City's non-market housing portfolio, offering financial and management consulting to non-profit and co-op housing providers and administering directly managed non-market housing stock.
- Leads the planning, development, and delivery of health and housing programs to support access to subsidized/affordable housing for a diverse resident population.
- Provides strategic and operational guidance to management and administrative teams, overseeing internal departments, contractors, and consultants.
- Manages and reports on emergency maintenance responses, ensuring safety and functionality.
- Develops short, medium, and long-term strategies, operating plans, targets, and measures for business units, identifying opportunities to optimize service delivery and develop business case proposals for new or altered service models.
- Monitors trends and emerging issues in social housing and support services, making recommendations as needed.

- Develops and implements procedures, methods, standards, policies, and practices to ensure operational efficiency, compliance, and risk mitigation.
- Ensures compliance with Occupational Health and Safety regulations and other regulatory requirements.
- Manages service-level agreements within Facilities Operations and with external agencies, overseeing consultants and contractors for maintenance, repair, and janitorial services.
- Identifies and mitigates risks to the public and staff using City facilities, providing on-scene control and emergency response management during major emergencies.
- Implements business system solutions to improve tenant management processes and workflow practices.
- Creates quality control/assurance documentation systems, supporting VAHEF in managing leasehold agreements and leading audits to ensure appropriate subsidy allocation and compliance.
- Works collaboratively with staff, residents, and neighbors to anticipate and resolve issues, attracting, retaining, supporting, and recognizing staff and contractors.
- Ensures staff, programs, and services are service-oriented and accountable, leading staff through organizational changes in response to City and ACCS priorities.
- Develops and manages direct and indirect reports at union and non-union levels, handling selection, training, coaching, performance management, and other people practices.
- Prepares reports and presentations for senior leadership, chairs, and facilitates meetings with stakeholders, and represents management on committees.
- Ensures compliance with WorkSafeBC regulations, addressing concerns timely and ensuring workplaces meet regulatory standards.
- Develops an annual work plan with timelines and an operating budget, including capital expense requests, submitting funding requests to BC Housing and other sources, and negotiating BC Housing contracts.
- Ensures compliance with reporting requirements set by the City, BC Housing, and other funders.
- Leads performance management across the Residences, providing guidance, coaching, and feedback to supervisors, identifying training needs, and organizing or developing training.
- Manages disciplinary or grievance matters and resolves conflicts positively.
- Collaborates with other social service providers and agencies, communicates with residents to provide information and respond to inquiries or complaints, and liaises with other City departments, agencies, and government offices as required.
- Performs other duties as assigned.

## **Qualifications**

### **Education and Experience:**

- Master's degree in property management, business administration, public administration or a related discipline is preferred plus considerable experience in senior administration of a non-profit or public organization; preferably in the non-profit housing sphere, or an equivalent combination of education and experience.
- Experience in developing strategic plans, accountability or evaluation frameworks; managing performance by objectives; budget development and management; mediating stressful situations; human resource management in a union setting; facilities management.

### **Knowledge, Skills and Abilities:**

- Considerable knowledge of attitudes, problems, interests, and needs of residents facing multiple barriers, including poverty, disabilities, and substance dependencies.
- Extensive understanding of social issues such as poverty, isolation, addiction, and marginalized populations, particularly in urban settings.
- Knowledge of trauma-informed practices and strategic plan development and implementation.
- Familiarity with community engagement, development, and the operation of non-profit societies, boards, and charitable organizations.
- Understanding of BC's Occupational Health and Safety Regulations and OH&S program requirements.
- Skills in budget preparation, financial management, and performance management approaches to accountability.
- Proficiency in program development, implementation, and evaluation.
- Experience in managing community-based organizations, including human resource, financial, administration, and program management.
- Ability to establish and model appropriate professional boundaries with staff, volunteers, and the community.
- Capacity to work with and gain respect from a broad constituency, including leaders in non-profit and business communities and members of advocacy groups.
- Excellent verbal and written communication skills and demonstrated problem-solving abilities.
- Competence in coordinating multiple activities and balancing competing priorities.

- Ability to interact with a variety of individuals, from street-level individuals to senior public sector managers, elected officials, non-profit managers, and the business community.
- Comfort with significant social issues and the complexity of social policy development, managing them with tact and diplomacy.
- Ability to manage within a unionized environment.

**Driver's License and Record Checks:**

- A current and valid Class 5 BC Driver's License or higher and a Satisfactory driving record
- A Police Record Check is a requirement of this position. A clearance requires the absence of any criminal charges or convictions related to this position.

Where operationally appropriate and subject to change, the City of Vancouver has a Flexible Work Program. This program allows staff to work remotely 1 – 4 days a week from locations that are a daily commutable distance from their work at a City worksite. At this time this position is eligible to be part of the Flexible Work Program.

**Business Unit/Department:** Arts, Culture and Community Services (1200)

**Affiliation:** Senior Exempt

**Employment Type:** Regular Full Time

**Position Start Date:** August, 2024

**Salary Information:** Pay Grade RNG-121: \$136,537 to \$179,642 per annum

**Application Close: July 12, 2024**

At the City of Vancouver, we are committed to recruiting a diverse workforce that represents the community we so proudly serve. Indigenous peoples, people of colour, 2SLGBTQ+ persons including all genders and persons with disabilities are encouraged to apply. Accommodations will be provided upon request during the selection process. [Learn more about our commitment to diversity and inclusion.](#)

***Before you click **Apply now*****

*Once you start your application you can save your work and leave the applications page, however please remember to submit your profile to the specific job requisition before the posting closing date.*

*In addition to uploading your cover letter and resume, part of the application process may include answering application questions related to the preferred requirements of the role which may take approx. 5-10 minutes. Cover letters should express interest and highlight additional information relevant to the position and resumes should include a summary of skills and experience related to the position.*