



DURHAM REGION NON-PROFIT HOUSING CORPORATION
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DRNPHC is in the people business and believe housing is a human right! We make lives better every day by providing affordable rental housing throughout the Durham Region.

We are growing our 1,200 unit portfolio through innovation and the expertise of a solid team of employees who passionately care about making a positive impact each and every day.

We are looking for our next Chief Operating Officer (COO) due to promotion and retirement. Are you the one?

DRNPHC's next COO will *lead by serving* our mission, our employees and tenants.

The **COO will be strategic with a focus on details**, be able to keep our high-level strategy front-and-center while understanding the details of day-to-day execution to ensure what needs to happen does happen, be a people person who understands DRNPHC depends on our talented employees working as a cohesive team while maintaining operations and keeping an eye out for ways to lift up our team and develop existing skills, and be data driven to guide decision-making. Human resource planning and management, financial acuity and embracing the diversity of Durham Region are also key to this role. The COO will lead three Director level staff.

The ideal candidate will hold a University level degree preferably in Public and/or Business Administration, Social Services or in a related field with a minimum of seven to ten (7-10) years of experience in a Not-for-Profit or Broader Public Sector environment.

HOW TO APPLY:

Please visit the 'About Us' section of our website for more information.
www.durham-housing.com/

As an employer, Durham Region Non-Profit Housing Corporation is committed to build an organization that reflects the diversity of our tenants and communities we serve. We encourage applications from qualified individuals who represent diverse communities.

Accommodation for a disability will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests for the application, interview or selection process known in advance by contacting the Human Resources, who will work together with the hiring committee to arrange reasonable and appropriate accommodation for the interview or selection process which will enable the applicant to be assessed in a fair and equitable manner.

Please submit your resume and cover letter (as one document) as soon as possible to:

Human Resources
Email: careers@durham-housing.com Fax: 905-436-5361
Durham Region Non-Profit Housing Corporation
28A Albert Street, Oshawa, ON L1H 8SC

Please quote the job posting number (JPAD20-01) in the subject line with your

submission; consideration will be given as applications are received.

Job Description

Department: Executive	Updated: Jan.10, 2020
Position Title: Chief Operating Officer	
Reports To: Executive Director	2020 UPDATED

All DRNPHC employees are expected to support DRNPHC`s mission and core values and make significant contribution to the achievement of the corporate strategic plan, contribute to the organization key performance indicators follow established policies, procedures, programs and guidelines.

1. Position Title

Chief Operating Officer (COO)

Reports to: Executive Director (ED)

Reports: Director Finance, Director Buildings & Capital Assets,
Director Tenant and Housing Services

2. General Summary

As a member of the Durham Region Non-Profit Housing Corporation (Corporation) Senior Management Team., the COO is accountable directly to the ED of the Corporation. This position is responsible for Building, Leading, Directing and Managing the Operations for the Corporation according to the strategic direction set by the ED and Board of Directors. They must also enjoy working with people in a changing non for profit environment. They must also have an understanding and ability to develop options and resolutions to tenant challenges and concerns. This position is privy to the strategic, business, and operational plans; the financial performance goals, objective and the business results, for the Corporation. Strictest adherence to corporate policies governing confidentiality, privacy, conflict of interest and intellectual proprietorship is expected of this position.

3. Core Job Functions

(i) Leadership

- Participate with the ED in developing a vision and strategic plan to guide the organization
- Identify, assess, and inform the ED of internal and external issues that affect the organization
- Act as a professional advisor to the ED on all aspects of the organization's activities
- Foster effective team work between the Directors and their team members, and between the ED and all staff.
- In addition to the ED act as a spokesperson for the organization
- Conduct official correspondence on behalf of the ED, the Board as appropriate and jointly with the Board as appropriate

- Represent the organization at community activities to enhance the organization's community profile
- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization
- Ensure that the operation of the organization meets the expectations of its clients, stakeholders, Board and Funders
- Oversee the efficient and effective day to day operation of the organization
- Draft policies for the approval of the ED and prepare procedures to implement the organizational policies; review existing policies on an annual basis and recommend changes to the ED as appropriate
- Ensure that personnel, client, and funder files are securely stored and privacy/confidentiality is maintained
- Provide support to the ED by preparing meeting agendas and supporting materials for board meetings
- As directed, perform required duties of ED in their absence

(ii) Program planning and management

- Oversee the planning, implementation and evaluation of the organization's programs and services
- Ensure that the programs and services offered by; the organization contribute to the organization's mission and reflect the priorities of the ED and board
- Monitor the day to day delivery of the programs and services of the organization to maintain or improve quality
- Oversee the planning, implementation, execution and evaluation of special projects

(iii) Human resources planning and management

- Determine staffing requirements for organizational management and program delivery
- Oversee the implementation of the human resources policies, procedures and practices including the development of job descriptions for all staff
- Establish a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations
- Recruit, interview and select staff who have the right technical and personal abilities to help further the organization's mission
- Ensure that all staff receives an orientation to the organization and that appropriate training is provided
- Implement a performance management process for all staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review
- Coach and mentor staff as appropriate to improve performance
- Discipline staff when necessary using appropriate techniques; release staff when necessary using appropriate and legally defensible procedures

(iv) Financial planning and management

- Work with staff and the ED to prepare a comprehensive budget
- Work with the ED to secure adequate funding for the operation of the organization

- Research funding sources, oversee the development of fund raising plans and write funding proposals to increase the funds of the organization
- Participate in fundraising activities as appropriate
- Approve expenditures within the authority delegated by the ED and/or Board
- Ensure that sound bookkeeping and accounting procedures are followed
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization
- Provide the ED with comprehensive, regular reports on the revenues and expenditures of the organization
- Ensure that the organization complies with all legislation covering taxation and withholding payments

(v) Community relations/advocacy

- Communicate with stakeholders to keep them informed of the work of the organization and to identify changes in the community served by the organization
- Establish good working relationships and collaborative arrangements with community groups, funders, politicians, and other organizations to help achieve the goals of the organization

(vi) Risk management

- Identify and evaluate the risks to the organization's people (customers, staff, Board), property, finance, goodwill, and image and implement measures to control risks
- Ensure that the Board of Directors and the organization carries appropriate and adequate insurance coverage
- Ensure that the Board and staff understand the terms, conditions and limitations of the insurance coverage

4. Duties & Responsibilities

- Report to and work closely with the ED to seek their involvement in key operational decisions
- Supervise, collaborate with organization staff.
- Strategic planning and implementation.
- Planning and operation of annual budget.
- Serve as DRNPHC's secondary spokesperson to the organization's constituents, the media and the general public.
- Establish and maintain relationships with various organizations and utilize those relationships to strategically enhance DRNPHC's Mission.
- Establishing employment and administrative policies and procedures for all functions and for the day-to-day operation of the nonprofit.
- Review and approve contracts for services.
- Other duties as assigned by the ED

5. Qualifications

- A University level degree preferably in Public and/or Business Administration, Social Services or in a related field with a minimum of seven (7) to ten (10) years' experience in relevant field is required
- Demonstrated community engagement expertise and experience in working across organization to achieve results
- Excellent communication skills, verbal and written
- Fluency in other languages considered a major asset
- Ability to embrace and promote diversity
- Valid driver's license, reliable vehicle and adequate insurance
- Satisfactory Police Security Clearance for Vulnerable Sector

6. Knowledge

- Knowledge of leadership and management principles as they relate to non-profit / housing organizations
- Knowledge of all federal and provincial legislation applicable to non-profit sector organizations including: employment standards, labour relations, privacy, human rights, occupational health and safety, charities, taxation, CPP, DE, health coverage, etc.
- Knowledge of current community challenges and opportunities relating to the mission of the organization
- Knowledge of human resources, financial and project management

7. Skills & Abilities

(i) **Customer Focus:**

Ensures customer satisfaction (internal & external customers) through the development of programs and initiatives that address customer needs. Regularly seeks out customer perspective and meets customer commitments. Responds to the needs of internal customers and solves customer problems. Clearly understands who the customers are.

(ii) **Communication:**

Communicates well both verbally and in writing, creates accurate and punctual reports, delivers effective and compelling presentations, shares information and ideas with others, uses active listening skills. Uses appropriate technology to maximize effectiveness of communication. Develops and cultivates information sharing between divisions and amongst staff. Communicates understanding of the Corporation's mission, strategies and values.

(iii) **Teamwork:**

Contributes to team projects; exchanges ideas, opinions. Helps foster an environment of team building; prevents conflict; solves conflicts when they arise; works collaboratively with other divisions; develops positive working relationships; demonstrates interpersonal skills and open-minded approaches with people.

(iv) Initiative / Self-Management & Accountability

Seeks out new responsibilities; recognizes and acts on opportunities to improve self, division or Corporation. Tackles problems and demonstrates independence in action. Actively participates in discussions to generate new ideas. Sees issues through to complete resolution. Practices self-development and actively seeks to acquire new skills and continuously learn. Assumes responsibility for decisions made; accepts mistakes from self and others and learns from them. Practices discipline and self-control. Safeguards confidential information. Conducts work activities in a fiscally prudent and cost-effective manner.

(v) Flexibility/ Adaptability:

Demonstrates desire to excel and willingness to accept change. Adapts to change, is open to new ideas, takes on new responsibilities willingly; accepts uncertainty, handles pressure with composure, and adjusts plans to meet changing needs. Develops new insights into problems and applies creative and innovative solutions to solve problems.

(vi) Results/Achievement Focused

Targets and achieves results, sets challenging goals, prioritizes tasks, demonstrates persistence, overcomes obstacle, accepts accountability, sets high personal standards of performance. Demonstrates understanding of external influences and opportunities to Corp.

(vii) People/Management & Leadership

Creates a positive work climate, makes decisions when needed, builds consensus, motivates and encourages others. Communicates relevant information re decisions, plans & activities.

(viii) Financial Management & Business Planning

Develops realistic goals and objectives and aligns plans with organizational goals. Demonstrates the ability to look at the big picture while maintaining close control of important details. Creates accurate and realistic reports, exercises fiscal prudence and accountability.

(ix) Decision Making Judgment

Recognizes problems and responds, systematically gathers information, sorts through complex issues, seek input from others, and address root cause of issues, makes timely decisions, can make difficult decisions, uses consensus where possible, communicates decisions to others.

(x) Representation/Professionalism

Represents Corp in a professional and approachable manner. Participates in community affairs. Behaves professionally and with integrity in transactions with others. Demonstrates political savvy and positive public image.

(xi) Professional & Job Knowledge Understands job duties and responsibilities. Understands the org structure, processes and workings. Knows the business. Keeps

current with new developments in field; maintains awareness of relevant legislation and ensures activities are performed in accordance with applicable regulations.

9. Working Conditions

- Work in an office environment. But the mission of the organization may sometimes take them to non-standard workplaces
- Regional, Provincial travel is required

Physical Requirements

- Sitting most of the time with some bending and reaching
- Standing, walking, and bending periodically
- Engaging in repetitive movements of wrists, hands, and fingers – typing and/or writing
- Ability to lift up various office items such as files and/or copy paper
- Working frequently at close visual range (i.e. preparing and analyzing data and figures, transcription, computer terminal, extensive reading)
- Receiving and responding to oral communication

Work Environment

- Work is generally performed in an office environment
- Occasional off-site work as requested

Job Specifications

- Office space is an open-concept environment
- Moderate noise (examples: business office with computers, traffic, multiple voices).
- Standard office equipment generally used, including:
 - Telephone
 - Personal Computer (keyboard and mouse)
 - Printer
 - Photocopy Machine
- Work a standard work week, but additionally will work evening, weekends, and or irregular hours to accommodate activities such as Board meetings and representing the organization at public events
- Employees are required to be available and engaged in work-related activities during the core working hours and commit to full and faithful service.