



Regional Director, Operations

Burnaby, BC

BC Housing is a provincial Crown agency with an annual budget of \$1.6 billion (2020/21) and a portfolio of housing services and programs that assist approximately 117,616 households in over 300 communities provincewide. As such, we continually seek sustainable housing solutions that are supported by excellence in service delivery and research, and take into account social, financial and environmental impacts.

Our **Operations Branch** works with non-profit societies and co-operatives, government, community agencies, tenants and advocacy groups to ensure BC Housing delivers high-quality services and programs that are responsive to client needs. Responsible for developing and delivering social housing programs across the province, the Branch acts as funder and regulator in overseeing the administration of operating agreements with over 800 co-op and non-profit housing providers across the province. In addition, it oversees the administration and property management of provincially owned, directly managed social housing and group homes.

As **Regional Director of Operations**, you'll be in charge of implementing the Commission's housing portfolio programs and related support services within your assigned region, and managing the delivery of property management services for the housing portfolio. Reporting to the Associate Vice President, Operations, you'll promote partnerships with community organizations and governments to provide appropriate social housing, as well as advise and guide both non-profit societies and co-operatives during housing development, and perform regular financial and operational reviews of their ongoing operations.

A persuasive communicator, negotiator and consensus builder, comfortable functioning in a multi-stakeholder, socio-political environment like ours, you'll represent BC Housing in the Region, providing information on matters related to our housing programs and working closely with Commission and Ministry staff in the resolution of current and emerging regional issues. A key aspect of your job as Regional Director will be to work closely with Indigenous Communities in developing housing both on and off their nations, and in providing programs and services that improve conditions and provide opportunities, such as Work Skills training programs.

Given the scope and impact of this senior mandate, we'll rely on you to develop long-range operational, financial and staffing plans to meet regional business objectives, prepare the annual budget, monitor expenditures and reallocate resources, as well as plan, organize and manage facility maintenance and improvement initiatives.

QUALIFICATIONS

With a degree in public administration, urban planning or a related discipline, and considerable experience in managing operational, administrative and financial activities related to the housing of vulnerable populations, and in property management, community development or a social housing environment, or an acceptable equivalent combination of education, training and experience, you have the solid foundation this key role demands.

The following competencies, knowledge, skills and abilities will also support your success in advancing and supporting the achievement of regional objectives:

- **Core Competencies**
 - Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
- **Leadership Competencies**
 - Alignment & Results
 - Team Development
 - Relationship Building
- Considerable knowledge and understanding of:
 - the philosophies, practices and standards pertaining to the delivery of programs and services for the housing of vulnerable populations
 - non-profit society governance, management and operation
 - emerging issues and trends in the community.
- Considerable knowledge of procurement policies and procedures that ensure transparency and demonstrated value for money.
- Sound knowledge of financial, accounting and reporting systems, processes and controls.
- Effective negotiation, conflict resolution, problem-solving, consensus-building, project management, leadership, communication, presentation and interpersonal skills.
- Ability to learn and understand the Commission's mandate, programs, operating requirements, and strategic objectives, and the socio-political environment in which BC Housing operates.
- Ability to plan and manage the implementation of program activities, analyze and solve complex issues, and make effective decisions.
- Ability to lead, coach and motivate staff in a team setting.
- Ability to establish and maintain constructive working relationships with community groups, government agencies, health authorities, local government, tenants and the public.
- Ability to work flexible hours, including some evenings and/or weekends, with occasional travel within the province.

To view the [Job Description](#) and to apply for the role of **Regional Director of Operations – Assigned Region**, visit <https://www.bchousing.org/careers/current-opportunities>. When applying, please submit a cover letter and your application as a single Word or pdf file. Only applications submitted using the Online Recruitment System at www.bchousing.org/careers will be accepted.

BC Housing—one of BC's Top Employers for 2020 and one of Canada's Greenest Employers for 2020—is the provincial Crown agency that develops, manages and administers a wide range of subsidized housing options for those most in need across the province. Share in the rewards

of working with an organization that offers challenging work and competitive compensation and supports the growth and development of its people.

BC Housing thanks all applicants for their interest; only those selected for an interview will be contacted. This position is only open to those legally entitled to work in Canada.

www.bchousing.org
