BC HOUSING

JOB DESCRIPTION

MANAGEMENT EXCLUSION

1. Position No.	2. Descriptive Working Title		3. Present Classification
82563	Fraud Prevention and Investigation Manager		Excluded Mgmt
4. Branch	5. Department	6. Work Location	Date
Office of General Counsel and Corporate Secretary	Enterprise Risk and Regulatory Affairs	Hybrid – Site Central	Feb 2026
7. Position No. of Supervisor	8. Descriptive Work Title of Supervisor		9. Classification of Supervisor
82464	Associate Vice President, Enterprise Risk and Regulatory Affairs		Excluded Mgmt

POSITION SUMMARY

Reporting to the Associate Vice President, Enterprise Risk and Regulatory Affairs, the Fraud Prevention and Investigation Manager manages the design and delivery of programs to prevent, mitigate, and reduce fraud, and investigates allegations of fraudulent conduct or attempts to defraud. He/she/they monitors and manages fraud risks, leads investigations, and delivers regular reporting and strategic analysis to the Executive and Board of Commissioners. The position collaborates with all Executive members and their respective branches to develop and implement Commission-wide fraud prevention, management, investigation, and education programs. The role serves as a key adviser to guide Executive decision-making and strategic initiatives with fraud considerations or concerns.

MAJOR RESPONSIBILITIES

1. Establishes and leads the Commission's program and practice related to preventing and investigating instances of actual or suspected attempts by employees or third parties to defraud BC Housing for personal gain, such as employee fraud, delivery partner fraud, procurement fraud, collusion, and intentional misrepresentation.

2. Leads the establishment and implementation of a Commission-wide fraud prevention program operating with a high level of autonomy and accountability to develop and maintain appropriate documentation and processes, and exercise strategic leadership and decision-making to enable the delivery of an effective and efficient fraud program.

3. Advances a culture of fraud prevention and awareness, leveraging strong cross-branch relationships, education opportunities, and guidelines to improve staff understanding of fraud, foster a culture of integrity and accountability throughout the organization, and reduce the likelihood and severity of fraud risks.

4. Develops and implements a fraud prevention training and education program for staff to foster an appropriate level of fraud awareness and to safeguard the assets and reputation of the Commission. Leads fraud-related training and workshops with members of the Executive Committee, the Board, and senior management.

5. Maintains up-to-date awareness of relevant legislation, regulations, industry guidelines, emerging trends, governance requirements, contractual covenants, and corporate policies related to fraudulent behaviour.

6. Develops and implements appropriate policies and procedures to document and guide fraud program functions and activities. Conducts jurisdictional research into best practices as needed. Regularly reviews and revises fraud-related policies and procedures to ensure alignment with best practices and leading standards. Approves or presents recommendations to the Executive Committee and the Board for approval, as appropriate.

7. Provides leadership in the development, implementation, and continuous improvement of BC Housing's suite of fraud programs, including tools and templates for reporting and analysis, practices and workflows, training materials, and policies and procedures.

8. Establishes relevant fraud program metrics and measurements of success, conducting trend analysis, and developing reporting protocols to ensure senior management is engaged and informed about actual and suspected fraud instances and program effectiveness, including any identified issues or gaps in fraud programs, and the key areas selected for focus.

9. Monitors, documents, and evaluates fraud risks, developing appropriate work plans to address identified areas of vulnerability, and champions corrective action by senior leadership as necessary.

10. Provides advice and subject matter expertise across the Commission to guide employees on fraud-related matters and offer tailored support to teams that engage in fraud prevention and investigation functions. Influences the Executive decision process in creating alignment on priority issues for Executive effort, and in interpreting and actioning insights from fraud program metrics.

11. Prepares presentations and reports for the Board and Executive, and provides analysis, interpretation, and advice to improve fraud prevention results across the organization.

12. Oversees the fraud program team and collaborates with strategic planning functions, risk management teams, and Executives to ensure the Fraud Team is aligned and integrated with organizational goals, objectives, principles, and values.

13. Assesses the efficacy of fraud programs, the level of awareness and understanding of fraud, and the effectiveness of training, gathering input from other branches and business areas is needed. Leads the development and/or improvement of the programs and training offerings to ensure consistency and achievement of fraud program metrics and measurements of success. Ensures decisions with fraud implications are data-informed and leverages, analyzes, and graphically presents data to inform decision-making and reporting. Incorporates change management practices when implementing new initiatives.

14. Monitors and adapts fraud programs to address external and internal changes and the organization's operating and risk environment, liaising with all Branches including Enterprise Risk Management, Audit Advisory Services, Human Resources, and the Strategy Management Office. Nurtures a close partnership with colleagues across the organization and forms effective strategic partnerships with external partners including counterparts at other Crown agencies, and federal, municipal, and provincial levels of government as relevant. Liaises with external legal counsel and law enforcement appropriately.

15. Engages consultants and other third-parties when outsourced expertise and resources are required and when third-party assessments and recommendations will benefit BC Housing. Leads the development of the scope of work and collaborates with Procurement on calls for proposals and proponent reviews. Awards contracts and manages contract compliance.

16. Leads investigations directly or through third-party investigators, referring cases as needed to specialists including forensic accountants, legal counsel, law enforcement, or auditors as appropriate. Ensures internal investigations are conducted in accordance with accepted best practices and supports other business areas leading investigations to adopt a consistent industry standard.

17. Develops, or supports other teams to develop, remediation plans, recommendations, and action plans to remedy or address issues identified during investigations and submits them to Executive Committee or Branch leaders for approval as appropriate.

18. Ensures the Associate Vice President, Enterprise Risk and Regulatory Affairs is aware of critical issues and fraud risks requiring immediate attention.

19. Develops a stakeholder communications and engagement plan for fraud programs that is coordinated with other BC Housing engagement activities, including working with Equity and Corporate Affairs and the Executive Office as needed.

20. Provides testimony or evidence as relevant to the fraud program and investigation functions in various forums, including a court of law, as necessary and in alignment with BC Housing's interests.

21. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations, and participating in taskforce, project teams, and committee work.

ORGANIZATION

The Fraud Prevention and Investigation Manager reports to the Associate Vice President, Enterprise Risk and Regulatory Affairs.

There are no positions reporting to the Fraud Prevention and Investigation Manager.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in Law, Public Administration, Public Policy, Audit, Governance, Risk, or related field.

Extensive experience in leading fraud programs, conducting fraud investigations, and providing strategic reporting to senior-level management.

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

Knowledge, Skills and Abilities

Core Competencies

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

Extensive knowledge and understanding of the philosophies, principles, and practices of performance measures and indicators, investigative integrity, corporate governance, research, qualitative and quantitative data analysis, policy analysis, and project/program management.

Extensive knowledge of best practices in advancing strategic programs and policies in support of marginalized communities and a high level of cultural competency.

Ability to learn and understand the legislative requirements, contract covenants, organization, strategic direction, programs, policies, and procedures of BC Housing.

Ability to analyse problems and identify weaknesses and conflicts in policies and procedures.

Ability to apply an intersectional approach to work analyses using a Gender-Based Analysis Plus (GBA+) tool and apply the principles of equity, diversity, inclusion, and belonging.
Ability to provide leadership and advice, exercise sound judgment, and demonstrate tact and diplomacy in dealing with high-profile, sensitive, and urgent matters.

Ability to utilize judgment in presenting issues, and provide leadership, direction, and influence in facilitating appropriate courses of action.

Ability to proactively and continuously seek out better ways to operate, faster, quicker, and effectively.

Ability to understand and share the feelings of another and provide effective feedback.

Ability to construct reports and presentations to ensure clear and effective communications, employing best practices in formatting and design.

Ability to establish a high level of rapport with staff, management/senior management, Executives, and other internal and external stakeholders.

Ability to demonstrate a social equity analysis.

Ability to apply a high level of self-awareness, empathy, and emotional intelligence.

Ability to generate and articulate creative new ideas/processes, and develop, plan, facilitate, and coordinate their execution.

Ability to lead, coach, and motivate staff in a team setting.

Ability to lead a project from idea to execution, proactively identify risks, emerging risks, and issues while managing multiple inputs and priorities.

Ability to independently solve problems using qualitative and quantitative data.

Demonstrated professional and interpersonal communication skills across a range of channels (written, oral, and presentation) and the ability to work collaboratively with cross-functional groups to achieve common goals.

Excellent consultative, facilitation, consensus-building, and conflict-resolution skills.

Excellent strategic and analytical thinking, problem-solving abilities, and organizational and time management skills.

Proficient in the use of Microsoft Office and information graphics, dashboards, and collaborative software, including Excel and PowerPoint, Tableau, InDesign, Power BI, and Mural.

Criminal Record Check Required