

1. Position No. 82160	2. Descriptive Working Title Manager, Policy		3. Present Classification Excluded Management
4. Branch Operational Services	5. Department Operations Policy	6. Work Location Hybrid – Site Central	Date Jul 2023, Rev: Jun 2025
7. Position No. of Supervisor 81701	8. Descriptive Work Title of Supervisor AVP, Operations Business Management		9. Classification of Supervisor Excluded Management

## POSITION SUMMARY

Reporting to the AVP, Operations Business Management, the Manager, Policy is responsible for providing leadership and direction to the policy team to ensure that BC Housing's policies are developed and implemented in alignment with the Commission's strategic priorities. He/she/they is in charge of developing and implementing BC Housing's Policy Framework and ensuring that best practices in policy development, implementation, and review are applied across the Commission. The position works collaboratively with key business areas to identify policy gaps and ensure that policies are in place for sufficient risk mitigation, approval authority, and controls across the Commission.

## MAJOR RESPONSIBILITIES

1. Develops and maintains BC Housing's Policy Framework to ensure the Commission's policies and procedures are developed and implemented in alignment with BC Housing's strategic direction and Ministry housing policy.
2. Identifies critical policy gaps and works with key stakeholders to ensure policies and procedures are in place for sufficient risk mitigation, approval authority, and controls for business areas across the Commission.
3. Works collaboratively with other related business areas and leads the development of BC Housing's policy strategies and initiatives. Provides advice on facilitating successful implementation of policies and procedures across the organization.
4. Oversees development of new policies, leads the review and updating of existing policies in accordance with the Policy Framework, identifies areas of policy overlap, and ensures stakeholders input is incorporated, and the necessary approvals are obtained. Establishes and maintains a policy review cycle and process to ensure that policies are reviewed and updated regularly.
5. Responsible for ensuring policy awareness and accessibility for all BC Housing staff, including working with business areas to ensure proper understanding, communication, and application of policies, through key processes such as onboarding.
6. Maintains current knowledge of best practices in policy development and management; keeps up to date with relevant legislation and regulations that may impact the Commission's key policy areas. Evaluates changes driven by government or the Commission that may impact existing policies and recommends alternatives.
7. Incorporates perspectives of lived expertise and considers the range of diverse populations (Indigenous peoples, racialized groups, people with disabilities, immigrant populations, 2SLGBTQ+ communities, etc.) to ensure that equitable outcomes for residents result from programs and policies.
8. Oversees development and maintenance of policy and procedure documentation and ensures the effective administration of the central repository for policy and forms.

9. 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.
10. 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 Manager, Policy reports to the AVP, Operations Business Management.

The Manager, Policy supervises a team of staff, including bargaining unit employees.

## **QUALIFICATIONS**

### **Education, Experience and Occupational Certification**

Bachelor's degree in public policy, business, planning, or other relevant fields.

Considerable senior-level experience in public policy development, research, analysis, and implementation.

Considerable experience in project management and leading a team.

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

#### **Leadership Competencies**

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

Considerable knowledge of the principles and best practices in policy development.

Excellent verbal and written communication skills.

Excellent research, analytical, and organizational skills.

Excellent leadership, facilitation, consensus-building, and problem-solving skills.

Strong project management skills and the ability to manage multiple competing priorities.

Strong public presentation skills.

Ability to apply the related principles and practices to the development, implementation, and review of policies across the Commission.

Ability to learn and understand relevant legislation and regulations that impact BC Housing's key policy areas.

Ability to learn and understand the Commission's mandate, housing programs and services.

Ability to identify and develop opportunities for mitigating risk and achieving efficiencies.

Ability to establish a high level of rapport with internal and external stakeholders, including other areas of government, executives, senior management, and other stakeholders in order to achieve objectives.

Ability to foster a diverse, equitable, and inclusive work environment.