BC HOUSING

JOB DESCRIPTION

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1. Position No.	2. Descriptive Working Title		3. Present Classification
Various Positions	Non-Profit Portfolio Manager		AO5
4. Branch Operations	5. Department Various Regions	6. Work Location Hybrid – Site Central	Date May 2017 Revised Nov 2020, Sept 2021, Jun 2023; Dec 2025
7. Position No. of Supervisor 23005, 81673, 81672, 81671	8. Descriptive Work Title of Supervisor Regional Director, Regional Operations Manager		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Regional Director, the Non-Profit Portfolio Manager (NPPM) fosters collaborative partnerships with housing and service providers to provide the highest quality of stable, safe, and affordable housing and housing-related services. He/She/They provides education, consultation and support to the Boards of Directors and Executive staff of Non-Profit Societies and Cooperatives staff regarding the effective management of their social housing properties, assesses the financial risk of non-profits and coordinates the delivery of contracted services for a variety of housing-related programs.

The NPPM is the key relationship manager for the assigned portfolio of housing providers and serves as the single point of contact in managing a variety of issues relating to the delivery of housing and housing-related services. The position initiates, coordinates, and facilitates the provision of expertise and services to other staff including Housing & Health Coordinators, Senior Project Officers, and Project Technologists (from Development & Asset Strategies) as well as Supportive Housing Programs staff in order to support the needs and requirements of the non-profit housing sector.

11. Duties:

A. Non-Profit Societies

1. Develops and fosters collaborative relationships with housing providers in order to ensure the delivery of quality housing and support programs. Assists the Society Board/Executives in the development and maintenance of governance and operating policies, budgeting, maintenance, administration, staffing, operational procedures, contracted services, and the preparation of tender documents.

2. Acts as the primary point of contact for and counsels Societies and Co-operatives on all aspects of property management and Support Service provisions.

3. Works closely with Development and Asset Strategies (DAS), Operations Support and Supportive Housing Programs regarding the planning and development of new housing projects. Provides guidance and operational input to DAS and the Society Board/Executives during the development process, including training the Society Board of Directors/Executives, executing the Operating Agreement, and developing first-time budgets and replacement reserve schedules.

4. Educates Non-Profit Societies on the use of a BC Housing standard budget template, negotiates budgets with the Board/Executives, substantiates budgets to actual costs during the budget approval process, and approves final annual budget within spending authority limits. Reviews and evaluates extraordinary requests for funding, approves and passes on to appropriate spending authority or rejects and works with the Society regarding alternate solutions.

5. Works closely with the Society Board/Executives and BC Housing Departments, such as Operations Support, the Regional Maintenance Manager, Supportive Housing Programs, and others, to determine annual budgets, replacement reserve expenditures, and three-year Maintenance and Improvement plans expenditures. Works closely with DAS to assist housing providers with capital planning, assessing modernization, and improvement requirements and undertaking capital improvement initiatives.

6. Utilizes judgement of a range of variables to assess the financial risk of non-profits, in accordance with a set of established qualitative and quantitative risk criteria. Implements a stratification process for the portfolio and assigns a risk rating to each non-profit society.

7. Conducts operational and support service reviews to ensure the Society is complying with the Operating Agreement, rent subsidies are administered accurately, financial procedures are in compliance with audit guidelines, and building deficiencies are identified.

8. Identifies and follows up on red flags in audited statements, including items noted in the notes to the financial statement and management letter. Provides the Society with recommendations and timelines for improvement, provides guidance, advice, and support to ensure the effective implementation of recommendations, and monitors ongoing results.

9. Works closely with the Society to resolve disputes between the society and tenants, other funding agencies, and other branches within BC Housing. Provides guidance to the Society regarding tenant issues and conflicts, breaches of tenancy agreements, hearings at the Residential Tenancy Branch, and the resolution of human rights complaints.

B. Contracted Services

10. Coordinates the delivery of contracted services for assigned programs. Liaises with Supply Chain Management and other departments regarding the delivery of contracted services for the assigned area; reviews and evaluates submissions and negotiates, and awards contracts to service providers. Manages contracts and resolves issues impacting service delivery.

11. In conjunction with Supportive Housing, assesses regional/local requirements and recommends strategies to best meet the needs of vulnerable people and ensure the effective utilization and success of housing programs in the assigned area.

12. Maintains liaison with service providers in order to monitor that program standards are being met. Provides support and advice, and jointly problem-solves issues to ensure appropriate, efficient, and effective access to programs and services by BC Housing clients.

13. Provides input to regional budget planning for contracted services; updates databases and other records and prepares regular reports to assist in program delivery, contract management, program planning, and evaluation.

C. Other

14. Builds and maintains constructive and effective relationships and partnerships with community stakeholders. Represents BC Housing in meetings with community, municipal, health, and other groups to identify community problems and implement solutions.

15. As the primary contact for the assigned area, responds to inquiries and shares relevant information with partners, service agencies, the public, non-profit staff and tenants, oversight agencies, advocates, elected representatives, and senior-level government officials. Acts to prevent and/or stabilize sensitive or contentious issues, and alerts supervisor, Corporate Communications and relevant staff from other Branches as required of developing or potential issues.

16. Maintains current knowledge and understanding of BC Housing policy and procedures, various types of federal and provincial housing programs, their funding arrangements and parameters, and community and social issues impacting the delivery of housing, health, and social services programs.

17. As the “regional voice”, provides feedback and recommendations to Supportive Housing Programs regarding programs, policies, and contracts. Implements new and revised policies and programs, working in accordance with provincial requirements. Participates and provides input to proposed BC Housing policies, programs, and courses of action.

18. Participates in the provincial emergency response process as required.

19. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

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STAFFING CRITERIA

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4. Education, Training and Experience:

Bachelor's degree in Public Administration, Business Administration, or other relevant discipline, including post-secondary courses in non-profit society management and/or social service delivery.

Extensive experience in senior and advanced level positions relating to non-profit society management or delivery of social services and community-based programs, with considerable experience in the negotiation and management of contracted services.

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

5. Knowledge, Skills and Abilities:

Core Competencies:

- Personal Accountability
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Leadership Competencies:

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

- Considerable knowledge and understanding of the philosophies, theories, and principles associated with the delivery of government social and regulatory programs by non-profit societies and contracted community service providers.
- Considerable knowledge of current social issues facing tenant populations and impacting the operations of social housing societies, including homelessness, mental illness, drug addiction, domestic violence, child protection, and ageing.
- Considerable and broad cross-functional knowledge and understanding of non-profit society governance, operation, budgeting, maintenance, administration, procurement, contracting, and staffing.
- Considerable knowledge of budgeting and contracting practices, and ability to assess audited financial statements.
- Considerable knowledge of the Residential Tenancy Act
- Sound knowledge and understanding of the risks associated with housing vulnerable tenants and ability to work closely with service providers in mitigating risk.
- Sound knowledge of relevant legislation impacting the delivery of social housing.
- Sound knowledge of building structures, components and systems, and ability to recognize deficiencies.
- Excellent written and oral communication, interpersonal, consultative, and relationship-building skills.
- Excellent negotiation, mediation, and conflict resolution skills.
- Ability to strategize, plan, coordinate, integrate, and manage a portfolio of non-profit societies in providing the highest quality of stable, safe, and affordable housing and housing-related services.
- Ability to provide organizational development and general management expertise and educate Boards and Executives in the successful operation of housing societies for vulnerable people.
- Ability to act as relationship manager and primary point of contact for Societies, including interacting with the Society Board of Directors, Chief Executive Officer, Executive Director, and Chief Financial Officers and accounting staff.
- Ability to analyze complex, challenging, and sensitive issues, balance diverse interests and facilitate the implementation of solutions through successful and constructive relationships and partnerships, both externally and internally.
- Ability to summarize and explain complex program information and funding requirements.
- Ability to understand, analyze and apply a variety of Program Agreements and project-specific Operating Agreements.
- Ability to build dialogue and consensus with multiple stakeholders, often with conflicting agendas.

- Ability to work together based on mutual respect and understanding of each other, and work to the highest business practice standards.
- Ability to display tact and diplomacy in dealing with a broad range of professions and community stakeholders and be a socially sensitive administrator.
- Ability to conduct reviews and audits and facilitate understanding and compliance with recommended improvements.
- Ability to strategize, apply creative thinking and build on existing and potential strengths in working towards solutions to support the long-term health and sustainability of the sector and partners.
- Ability to supervise and motivate staff in a unionized environment.
- Valid BC Driver's License and access to a reliable vehicle.

6. Occupational Certificate:

Criminal Record Check required.