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***JOB DESCRIPTION***

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| 1. Position No.  81920, 80921, 82392, 82383, TBD | 2. Descriptive Working Title  Program Specialist, Assigned Portfolio | | 3. Present Classification  AO5 |
| 4. Branch  Operational Services | 5. Department  Supportive Housing Programs  Homelessness Programs, Service Delivery and Regional Operations | 6. Work Location    Hybrid – Site Central | Date  June 2022  Revised; Nov 2023, Apr 2024, |
| 7. Position No. of Supervisor  80128  81306  81700 | 8. Descriptive Work Title of Supervisor  Director, Supportive Housing Programs  Executive Director and Strategic Advisor, Homelessness  Executive Director, Lower Mainland Operations | | 9. Classification of Supervisor  Excluded Management |
| 10. Job Summary: |  | |  |

Reporting to the assigned supervisor, in the designated department, the Program Specialist, oversees an assigned portfolio and is responsible for ensuring the effective and consistent delivery of programs regionally and across the province.

He/She/They oversees the execution of program agreements, provides guidance and operational input on the development of new programs, assesses regional and provincial requirements, as well as recommends strategies to best meet the needs of vulnerable individuals and ensure the success of programs. The position is the key relationship manager for the assigned portfolio of programming and serves as a point of contact in managing a variety of issues relating to the delivery of these programs.

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| 11. Duties | **Focus of duties may vary depending on portfolio assigned.** |

1. Oversees an assigned portfolio, position works closely with service providers, non-profit organizations, and regional operations. Provides support, advice, and consultation to ensure the effective and consistent delivery of programs regionally and across the province.
2. Oversees and facilitates the execution of program agreements, liaising with service providers and regional operations to ensure that key program requirements are being delivered across the province and regions. Collaborates with Program Planning on the review of existing or expired agreements and creation of new agreements.
3. Works closely with Regional Operations and other departments regarding the planning and development of new programs, provides guidance and operational input, assesses regional and provincial requirements, as well as recommends strategies to best meet the needs of vulnerable individuals and ensure the success of programs.
4. Liaises with Supply Chain Services regarding the issuance of Expressions of Interest, Requests for Proposal, etc. for provincial consistency in the delivery of related contracted services. Reviews submissions, negotiates, and awards contracts to service providers.
5. Reviews and evaluates extraordinary requests for funding. Approves and passes on to the appropriate spending authority or rejects and collaborates with the stakeholder regarding alternate solutions.
6. Participates in the program budget planning process in collaboration with Operational Services. Estimates and forecasts for resources required to meet program objectives, monitors and controls expenditures, updates relevant databases and prepares regular reports to assist in program planning, delivery, and evaluation.
7. Participates in the administration and review of data reporting to service providers; collaborates with Research and Finance on provincial reporting. Reviews scheduled and ad-hoc data collection reports, provides recommendations and implements strategies for new and revised programs/services.
8. Maintains effective partnerships with a range of community stakeholders and special interest groups across the province. Represents BC Housing in meetings with Ministries, community, municipal, provincial, health and other groups to inform on existing as well as new program development. May conduct presentations on programs and services.
9. Under direction of the assigned supervisor, prepares submissions for the Executive Committee regarding provincial program updates, financial reporting, and program outcomes.
10. Assists in the management of general requests and inquiries for the assigned portfolio. Provides information on support services/programs and refers individuals to other resources as appropriate. Shares relevant information with partners, service agencies, the public, non-profit staff, and other stakeholders. Acts to prevent and or mitigate contentious issues and alerts the appropriate staff in other Branches as required.
11. Maintains constructive working relationships within the Commission and acts as a catalyst in jointly formulating creative solutions in response to challenges that will mutually benefit BC Housing and its partnerships.
12. Maintains current knowledge and understanding of BC Housing policy and procedures, various types of related federal and provincial programs, their funding arrangements, parameters, and social issues impacting the delivery of housing, health, and social service programs.
13. 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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| 1. Position No.  81920, 80921, 82392, 82383, TBD | 2. Descriptive Working Title  Program Specialist, Assigned Portfolio | 3. Present Classification  AO5 |
| 4. Education, Training and Experience |  |  |

Bachelor’s degree in business administration, social services, public administration, or another relevant field.

Extensive experience in senior level positions within non-profit society management or delivery of social services and community-based programs.

Lived and or significant experience working with indigenous groups in social housing sector.

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

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| 5. Knowledge, Skills, and Abilities |  |

**Core Competencies:**

* Personal Effectiveness
* Communication
* Results Oriented
* Teamwork
* Service Oriented

* Considerable knowledge and understanding of the philosophies, principles and practices associated with the delivery of government social and regulatory programs.
* Considerable knowledge and understanding of non-profit society governance, management, and operations.
* Sound knowledge of homelessness and the intersection of trauma, mental health, and substance use issues. Sound knowledge and understanding of the risks associated with programs that serve vulnerable populations.
* Proficient in the use of MS Office Applications (Excel, Word, PowerPoint, Outlook).
* Strong written and oral communication skills.
* Strong consultative and relationship building skills.
* Ability to learn and understand BC Housing’s mandate, programs, and policies in delivering social housing and services to vulnerable populations.
* Ability to negotiate budgets, contracts, mediate disputes and resolve conflicts.
* Ability to provide general management expertise in the successful operation of programs for vulnerable individuals.
* Ability to build successful partnerships, both externally and internally, and work together to deliver consistency in programs across the province.
* Ability to provide advice and assistance regarding financial budgeting and contract management practices, including the ability to assess budget and financial statements.
* Ability to summarize and explain complex program information and funding requirements.
* Ability to build dialogue and consensus with multiple stakeholders, often with conflicting agendas.
* Ability to display tact and diplomacy in dealing with a broad range of professions and community stakeholders.
* Ability to manage multiple issues and projects, coordinate with others, keep senior management apprised of major issues and adapt to changing priorities.
* Ability to strategize, apply creative thinking and build on existing and potential strengths in working towards solutions that support the long-term sustainability of the sector.
* Ability to travel on Commission business and work evenings and weekends as required.
* Ability to arrange suitable transportation to various sites.

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| 6. Occupational Certification |  |

Criminal Record Check is required.