1. **IDENTIFICATION**

<table>
<thead>
<tr>
<th>Position No.</th>
<th>Job Title</th>
<th>Supervisor’s Position</th>
<th>Financial Code</th>
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</thead>
<tbody>
<tr>
<td>12-11556</td>
<td>Community Development Officer – Maintenance Management</td>
<td>Manager, Contracts &amp; Maintenance</td>
<td>03300-01-2-222-0302004-04-???</td>
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</tbody>
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<tr>
<th>Department</th>
<th>Division/Region</th>
<th>Community</th>
<th>Location</th>
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<tbody>
<tr>
<td>Nunavut Housing Corporation</td>
<td>Baffin District</td>
<td>Cape Dorset</td>
<td>District Office</td>
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2. **PURPOSE**

Main reason why the position exists, within what context and what the overall end result is.

Responsible for fostering community development in the areas of Maintenance Management by working with District and LHO staff to ensure the proper operation of the NHC Maintenance Management Program aimed at improving the efficiency and effectiveness of LHO maintenance and modernization and improvement projects.

3. **SCOPE**

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?

Located in Cape Dorset, the incumbent will report to the Manager, Contracts & Maintenance. The incumbent provides support to the District Office Technical and Staff Housing Division, and to Local Housing Organization Managers and Board of Directors, in areas related to improving the efficiency and effectiveness of NHC Maintenance Management Program.

The position is key to reducing overall cost within the NHC housing portfolios. This would include assisting the Manager, Contracts & Maintenance, Maintenance staff and LHO management in:

- The delivery and proper implementation of the NHC Maintenance Management Program
- Providing monitoring function for District Operations;
- The development and implementation of standards for new construction projects and retrofit programs to decrease costs in existing facilities.
- The development of workshops related to maintenance for LHO personnel.
- The monitoring LHO maintenance shops for compliance with Occupational Health and Safety.
- The performance of operational reviews as related to maintenance activities.
- Provide technical support for staff housing portfolio.
- The performance of inspections on NHC Staff Housing owned, leased, or potentially leased buildings for unit condition.

The incumbent is required to recommend changes to NHC Maintenance Management Program and the design or construction of residential units and warehouses to the Manager, Contracts & Maintenance and to work within established NHC policies, procedures and regulations and building codes and regulations.
4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers why the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

COMMUNITY DEVELOPMENT RESPONSIBILITIES

Provides technical, administrative, and training support in the development and implementation of maintenance management functions for NHC/LHO/community partners by:

- Liaising with community groups in regards to housing projects and assist in the development of coordinated LHO maintenance plans that aim to maximize the use of resources towards increasing efficiency in all areas of NHC programming;
- Provide district input regarding the maintenance aspects in the development and delivery of the Corporation’s housing programs, to ensure that current and new programs are designed to meet community/client needs;
- Acting as a resource for District/LHO management and technical staff regarding maintenance related matters by providing technical instruction/guidance on codes, standards and regulations;
- Providing expertise in resolution of maintenance management related problems;
- Assist with the assessment of the Local Housing Organization’s technical strengths and weaknesses regarding maintenance management to determine the appropriate level of support and training required;
- Providing district input regarding maintenance management aspects in the development and delivery of the Corporation’s housing programs, to ensure that current and new programs are designed to meet community/client needs;
- Monitoring budgets and work plans to ensure they reflect community maintenance management objectives.
- Fostering community and individual development when delivering maintenance management system by:
  - Liaising with community groups in regards to housing projects;
  - Providing information using various media sources to ensure active community participation on projects;
  - Developing and facilitating workshops for community groups on technical issues;
  - Providing appropriate client training as required;
  - Assists in local housing organization staff/board development by providing visit reports and/or attending board meetings.
- Providing scopes of work, contract documents, and inspection services for modernization and improvement projects for the staff housing portfolio.

DELIVERY RESPONSIBILITIES

Administrative:

Provides advice and expertise regarding commitment of financial and human resources budgeted to execute efficient fiscal management within the local housing organization, by:

- Assisting in preparing local housing organization budgets;
- Monitoring budgets against expenditures;
- Providing assistance in completion of annual condition ratings and three year Modernization and improvement plan for public housing and staff housing;
- Inspects condition of each unit on a minimal three year cycle. Provides report to LHO Board on recommendations for public housing units and provides report to staff housing property management officer for staff housing;
- Assisting in the monitoring of human and/or financial resources toward appropriate scheduled projects;
- Provide maintenance management guidance and expertise in project definition, requirements, procurement and marshalling as well as administration and coordination aspects of same for public housing and staff housing;
- Provide guidance and expertise in schedules and administration of warranty inspections/reports.
- Advises Staff Housing Property Management Officers on Owner’s obligations on Nunavut Housing Corporation leased buildings to with regards to maintenance as per lease agreements.

**Maintenance Management:**
Ensures delivery of NHC Maintenance Management Program by:
- Reviewing and monitoring LHO preventative and demand maintenance schedules, and recommending corrective action.
- Spot checking maintenance files: unit, activity, personnel, leave and attendance, tools and equipment, purchasing, and project files; and review findings with LHO Manager and Foreman and make recommendations for corrective action;
- Reviewing and analyzing information/data from LHO computerized MMOS and identify areas for updating, altering or troubleshooting maintenance difficulties; and provides training as required.
- Identifying and relaying solutions to unique or on-going maintenance difficulties;
- Identifying and recommending mobile equipment replacements;
- Review LHO safety procedures and practices;

**DISTRICT RESPONSIBILITES**
Contributes to the effective administration, operation and positive public image of the Corporation and district office by:
- participating fully in the functional reporting relationships with appropriate HQ personnel;
- Sitting as a member of community groups as required;
- Cooperating with co-workers as a team member on projects;
- Providing full support to technical development officers as required;
- Offers suggestions for improvement or identifies potential conflict areas in delivery;
- Providing District staff with necessary information/input for completion of all reports/budgets;
- Researches and provides data on issues/incidents per Supervisor’s request;
- Provides additional assistance to District or HQ as requested.

Acts as team member and/or leader for the community development team as required by:
- Consulting with team members on team assignments and setting work priorities;
- Training staff.
5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance. Knowledge identifies the acquired information or concepts that relate to a specific discipline. Skills describe acquired measurable behaviours and may cover manual aspects required to do a job. Abilities describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the job, not the incumbent performing the job.

- Direct knowledge of current asset management and maintenance best practices.
- Direct knowledge of asset management, maintenance management and financial systems and their functions. Systems include:
  - Maintenance Management Program and Maintenance Management Operating System
  - Direct knowledge of contracting procedures
  - Knowledge of life cycle renewal budgeting and practices.
  - Data analysis experience with extensive use of database, spreadsheet, word processing and design software.
  - Ability to work productively in a team setting;
  - Ability to develop a positive and trusting relationship;
  - Ability to read drawings and specifications and develop scopes of work;
  - Ability to operate effectively in cross-cultural environment, demonstrating respect sensitivity etc.;
  - Good oral and written communication skills at various levels;
  - Ability to speak Inuktitut/Inuinnaqtun will be an asset
  - Good working knowledge of the structure, policies and programs of the NHC;
  - Strong project management, administration and organizational skills;
  - Effective presentation skills;
  - Strong leadership skills;
  - Knowledge and sensitivity to community issues;
  - Formal computer training and basic keyboarding;
  - Two years supervisory experience (problem solving);
  - Three years experience in project and maintenance management;
  - Certification in appropriate technical discipline and three years related experience, or certification in Northern Housing trade and three years experience, or grade 12 with eight years progressively responsible related experience.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of occurrence of physical demands, environmental conditions, and demands on one’s senses and mental demands.

- The incumbent schedules and prioritizes own work, with scope of authority to respond to a multitude of community and internal requests made on a regular basis.
- Completes and provides verbal, written or self generated recommendations regarding evolution of the NHC partnership process, strategies; and
- Reports through the supervisor to NHC Management, Housing Association Managers and Board Members Mayors, Municipal offices, to discuss community housing arrangements for meetings and workshops and the development of community Maintenance / Energy Management proposals as required.
Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

- Incumbent works with standard equipment in an office environment and will spend considerable time in front of a VDT, which can cause eyestrain and other physical discomforts.
- The incumbent will be required to review various contractual documents with a fair amount of attention to detail, and to perform related project duties or inspections, often during severe weather conditions as required.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

- Frequent travel is required in region often during inclement weather conditions. Mode of transportation includes small aircraft and Corporation vehicles in extreme temperatures, with chance of breakdown leaves incumbent with high risk of exposure/injury.

Sensory Demands

Indicate the nature of demands on the jobholder’s senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents’ senses.

- Some contractors are difficult to deal with and enforcing codes may create unfavourable community image for incumbent and/or Corporation. Long hours of computer work.

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

- Changes will have direct impact on LHOs and housing clients. Recommendations will not always be well received. Failure to make recommendations/decisions could affect the health and safety of the clients/or result in financial loss to the community partners and the GN. The incumbent is placed in an environment with mental demands on the individual for almost continuous periods of lengthy duration. Such demands are related to:
  - Frequent travel requirements for extended periods of time away from home;
  - A rapidly changing political environment which may include government restructuring and downsizing;
  - Budget restrictions and fiscal realities which may impact on the employee, who may often the bearer of unpopular decisions which are conflicting with clients’ and communities’ desires.
  - A high degree of stress can be created by unpredictable involvement by politicians (local & territorial) in a constantly evolving political environment.
7. **CERTIFICATION**

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Supervisor Title</th>
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<tr>
<td>Printed Name</td>
<td>Supervisor Signature</td>
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Date: ____________________________

I certify that I have read and understand the responsibilities assigned to this position.

Date: ____________________________

I certify that this job description is an accurate description of the responsibilities assigned to the position.

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<tr>
<th>Deputy Head Signature</th>
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Date: ____________________________

I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.
8. ORGANIZATION CHART

Please Attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.