

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	
12-13792	Homeownership Program Coordinator	Manager, Home Ownership Programs (12-02079)	
Department	Division/Region	Community	Location
NHC	12400-03	Arviat	HQ, Pana Building
Fin Code: 03300-01-3-333-0302004-04-????			

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.
 The Homeownership Program Coordinator is responsible for coordinating the delivery of the Nunavut Housing Corporation (NHC) and Homeownership programs and provides assistance and guidance to NHC Community Development Program Staff in the District Offices with program administration and delivery. These programs provide residents of Nunavut in need of assistance the support required to buy, build, or repair their own homes.

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?
 The position assists the Manager in the development and evaluation of programs that are delivered through the three District Offices within the Nunavut Territory. The Coordinator assists in the development of policy and operational materials to support and enhance homeownership programs, as well as provides assistance in training the Corporation's District Programs Staff. As directed by the Manager, the coordinator may be required to coordinate workshops/meetings on a Nunavut wide or regional level pertaining to relevant issues.

 The Coordinator provides an essential link and source of information between the HQ office and NHC District Programs Staff and LHOs responsible for the implementation and administration of housing programs contained within the LHO Management Agreement between LHO's and the NHC.

 Communication with the District delivery staff occurs regularly with the development of new programs or changes to existing programs, with the gathering of information for review or monitoring purposes and with the need for program interpretation and/or advice. The effective and efficient coordination of the programs and monitoring ensures consistent application in the Districts.

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.

Ensuring homeownership programs are delivered in accordance with policy and procedures, by:

- Coordinating studies, reviews, evaluations on the delivery of the programs;
- Coordinating Nunavut wide and district meetings and/or workshops when new programs, policies, or procedures are being introduced and implemented;
- Providing advice on the homeownership programs to district delivery staff, other managers, GN departmental staff, and local housing organizations;
- Coordinating studies, reviews, and evaluations on the program delivery;
- Coordinating systems to evaluate the delivery of the homeownership programs and identify need for corrective action when required; and
- Coordinating the approval of agreements and other legal documents related to the Homeownership Programs.

The Homeownership Program Coordinator coordinates program policy and procedural guidelines which meet Corporation goals and provides clear and concise program operational information to NHC and LHO Staff by:

- Exercising excellent business communication skill;
- Monitoring program delivery so that evaluations and reports can be completed and briefing notes can be prepared;
- Liaising with District Offices and/or LHOs to ensure regional and local concerns are incorporated into programs delivered;
- Coordinating program policy, procedures, guidelines, manuals, forms, pamphlets, circulars and other related operational and promotional materials for use within the Corporation and LHOs;
- Coordinating educational and promotional materials for clients and the public in support of programs delivered;
- Keeping district staff abreast of current program policy and operating guidelines. This includes maintaining a system of current manuals and information pertinent to all aspects of program operations;
- Ensuring all program policies, procedures, and guidelines are distributed and updated; and
- Coordinating the collection of data from each District and/or LHO to ensure the integrity of the program delivered.

Contributes to the administration, operation, and positive public image of the NHC by:

- Identifying housing issues as expressed from District Programs Staff, LHO staff, and the general public;
- Preparing community status reports, program status reports and other reports as required;
- Co-operating and providing assistance with co-workers and team members on various projects as required;
- Providing the NHC HQ staff, the Directorate, and District Staff with necessary information/input for completion of all reports as required;
- Performing all duties with due diligence; and
- Working harmoniously and productively with team members in the HQ, Directorate and District offices;

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.

Contextual Knowledge Requirements:

- Knowledge of Homeownership Programs and the delivery processes.
- Knowledge of Federal/Territorial housing issues, policies and programs would be an asset.
- Knowledge of and sensitivity to northern community issues and points of view.
- Strong working knowledge of MS Office (i.e. spread sheets, word-processing, presentations software, and email).
- Knowledge of property management (training and/or work experience).

Skills and Abilities:

- Strong interpersonal skills and effective communication abilities.
- Solid coaching and presentation skills.
- Strong office administration skills.
- Ability to interpret, process, analyse, plan, and organize data;
- Ability to effectively source information.
- Ability to maintain assigned priorities, handle multiple assignments, and complete assignments within agreed upon deadlines.
- Ability to work productively in a team environment.
- Ability to operate effectively in a cross-cultural environment and demonstrate respect and sensitivity.
- Ability to be professional with a courteous, client focused approach to dealing with the public.
- Ability to be discreet and always maintain client confidentiality.

These skills are normally acquired through:

- Grade 12 certificate with formal training/education relevant to the position (business, real property law, property management, social sciences or similar)
- Two (2) years of similar/relevant work experience
- A combination of education and work experience will be considered.

Ability to communicate in two or more of the official languages of Nunavut is an asset.

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 each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

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

- The majority of work takes place in the sitting position using a computer.
- Travel into remote locations in small aircraft is required.
- Possibility of long periods away from home due to weather and flight availability.
- Inspection duties will require that construction sites be visited and hazards inherent in such sites must be recognized along with proper procedures followed for safe site visits.
- In many hotels the dietary choices are limited, and a choice of meals is not generally available.

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.

- Climatic conditions can vary, and extreme cold and windy conditions may have to be taken into consideration when visiting communities.
- Toxic fumes, hazardous chemicals, hazardous materials maybe encountered at any site inspection.
- Winter storms and summer fog may strand a traveler for extended periods.
- Insects, dogs and other dangerous animals maybe encountered upon inspection.

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.

- Extensive use of a personal computer may lead to eyestrain and repetitive stress problems.
- During construction site inspections the individual must remain alert and observant at all times.
- Loud noises on sites may make hearing difficult.

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.

- Many deadlines may lead to stressful situations.
- The Property Management Officer may encounter individuals who become belligerent and behave in a threatening manner, the ability to use persuasion and tact with a professional approach is required.
- Working on many projects simultaneously may lead to stress.
- Resolving peoples housing problems can become emotionally trying.

7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ President & CEO Signature	
_____ 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”.