

OCCUPATIONS

COMMUNITY GOVERNMENT HOUSING MANAGER

JOB DESCRIPTION

Housing Managers are responsible for the administration, management, and delivery of all public social housing programs, services, and properties within the community under the terms and conditions of the Management Agreement between the Local Housing Organization (LHO) and the Northwest Territories Housing Corporation (NWT HC). Managers administer management agreements; liaise with relevant organizations; manage contracts, finances, and office administration; conduct strategic and operational planning; prepare annual budgets; and oversee the maintenance management program and the modernization and improvement program. Managers supervise Assistant Housing Managers, Housing Maintenance Foremen, Tenant Relations Officers, and Secretaries/Receptionists. They report to the LHO Board of Directors and to the NWT HC.

This occupation is also referred to as an Executive Manager and Secretary-Manager.

CERTIFICATION

The Department of Education, Culture and Employment, in conjunction with the School of Community Government (MACA) offers a certification program that is recognized throughout the Northwest Territories. The program is based on the Occupational DACUM chart and involves several steps as outlined in the following pages. Upon successful completion of the process, the candidate receives a Certificate of Competence. Candidates proceed through the certification process at their own pace and with the support and encouragement of their supervisor and employer.

REGISTRATION

Individuals wishing to become certified as a Housing Manager must register with the School of Community Government through the local Career Centre. To be eligible for the program, individuals must be permanent residents of the Northwest Territories, and currently or recently employed as a Housing Manager (or equivalent) within the Northwest Territories. There is no cost for the program.

CONTACT

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Certification Requirements - Housing Manager

Note: This chart gives an overview of the steps required to achieve certification as a Housing Manager in the Northwest Territories. Further details are included with the Registration Package.

Registration

Applicants should complete the Application form and the Verification of on the Job Work Experience and submit to the School of Community Government.

Coursework is not a requirement for certification.

The School of Community Government offers a Community Government Manager program that has a stream of courses for Housing Managers. The program provides courses on housing finances; housing programs, planning and implementation; maintenance management; property management; social housing, management and administration; and tenant relations.

Skills Assessment Checklist

The Checklist is a self assessment that is completed by the candidate and reviewed by the supervisor. It is not a pass or fail. The Skills Assessment Checklist is a workbook that enables candidates to verify competence in the skills outlined in the SAO Occupational Analysis. If the candidate is not performing the particular skill area or completing the associated task it may be because they need training or because it is not a part of their job requirement. The supervisor should note it down in the comment section. The supervisor and candidate should take the opportunity to discuss the reason for the gap and address it - whether it be a training need or the supervisor becoming aware that the gap is a skill/task that the employee could be performing.

The Skills Checklist is a confirmation by a supervisor that the candidate has attained the required competencies as listed in the Occupational DACUM Chart. When all competencies have been verified as being attained, the candidate must submit the completed Skills Checklist including the Request for Written Examination to the School of Community Government.

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<p>Work Experience</p>	<p>The candidate must have a minimum of two years of Housing Manager experience before being eligible to write the Written Examination. During that time the Skills Checklist may be completed.</p> <p>Equivalencies Candidates who do not have two years of work experience must have a minimum of one year of work experience as a Housing Manager as well as a minimum of four years in a management position with responsibility for a budget and supervision of staff before completing the Written Examination.</p>
<p>Written Examination</p>	<p>The Written Examination is based on information contained in the Senior Administrative Officer DACUM Chart. There are 100 multiple-choice questions. Candidates may choose to take the exam orally and/or with an interpreter, if desired. Candidates have 4 hours to complete. The exam must be completed in an approved location and must be invigilated by an approved representative such as a Teacher or Adult Educator.</p>
<p>Practical Exercises</p>	<p>The Practical Exercise component consists of four exercises designed to reflect actual workplace practices. To prepare for the practical exercise an expanded core competency has been developed that outlines all the skills and sub-skills the candidate should know. The competencies are cross-referenced with the School of Community Government's curriculum as a training guide. Candidates have 4 hours to complete each exercise. The exercises must be completed in an approved location and must be invigilated by an approved representative such as a Teacher or Adult Educator.</p>
<p>Assessment of Professionalism</p>	<p>Candidates must obtain an Assessment of Professionalism from their immediate supervisor or from another approved individual. The Assessment of Professionalism indicates that the candidate has met the professional competencies required for the occupation.</p>
<p>Certification</p>	<p>Once the certification requirements have been met, the School of Community Government will arrange for the presentation of the Certificate of Competence that is signed by the Minister of Education, Culture and Employment.</p>