

Program Manager—Métis Capital Housing Corporation

Locations: Edmonton

Positions : 1

Closing Date: May 10, 2024

Position Status: Full-Time (37.5 hrs. per week)

THE ORGANIZATION

Métis Capital Housing Corporation (MCHC), an affiliate of the Métis Nation of Alberta, was **incorporated in 2007** to provide **affordable, adequate and suitable** housing to moderate to high income Indigenous families in Alberta. We currently have 370 units in 5 **urban centres**. MCHC employs over 40 full and part time staff; together we oversee tenant relations and property management needs for thousands of tenants. Together with our sister organization Métis Urban Housing Corporation, we offer subsidized and affordable housing across the province of Alberta and are the **largest Indigenous housing provider in Alberta**. For more information about Métis Capital Housing and it's sister organization Métis Urban Housing Corporation (MUHC), visit our website at metishousing.ca

THE OPPORTUNITY

The Program Manager will oversee the strategic execution of various social programs, such as helping Métis citizens experiencing homelessness, home repair, down-payment and mortgage assistance initiatives, as well as energy efficiency and retrofit projects. Key responsibilities include meticulous planning, efficient execution, and timely delivery within allocated budgets. Collaborating closely with cross-functional teams, stakeholders, and senior management, the Program Manager will drive program success and ensure alignment with organizational objectives. This role also entails a passion for assisting Métis citizens in achieving home ownership aspirations.

KEY RESPONSIBILITIES

- Develop and implement program objectives, results, and performance indicators (Objectives and Key Results & Key Performance Indicators).
- Develop and implement guidelines, procedures and processes based on funding agreements.
- Create detailed plans for the program staff outlining scope, goals, deliverables, and timelines.
- Prepare monthly reporting on performance indicators to track employee and program progress.
- Foster a collaborative and inclusive work environment.
- Provide guidance and support to team members, ensuring effective communication, collaboration, and delivery of trauma-informed customer service.
- Proactively manage and resolve program delivery issues, such as employee performance, client service, and vendor relations, as per time, cost, and quality.
- Ensure compliance with program rules, regulations and standards.
- Allocate resources effectively to meet program goals.
- Monitor and manage program budgets, ensuring financial objectives are met.
- Oversee correspondence for applicants and clients.
- Other related duties may be assigned by the Senior Director of Operations as needed to meet the goals and objectives of the organization. The employee will receive clear instructions and guidance to complete such assignments successfully.



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KEY RESPONSIBILITIES (cont.)

Community Relations

- Liaises with community associations, agencies, and stakeholders.
- Represents the organization at community activities to enhance the organization's community profile.
- Participates in committees, task forces, and special projects as required.

QUALIFICATIONS

Education

- A Bachelor's Degree in a related discipline (e.g. Bachelor of Business Administration), technical training or certification in a related trade is preferred.
- Previous experience in developing and managing programs and projects is required.
- Experience in managing multiple projects simultaneously.
- Experience in leading a team is considered an asset.

Knowledge, skills, and abilities

- Excellent leadership and interpersonal skills.
- Proficiency in both written and verbal communication.
- Outstanding organizational and time management abilities, adept at handling multiple priorities and adhering to deadlines.
- Ability to thrive in a dynamic environment and be adaptable and flexible to changing priorities.
- Experience managing contractors and consultants for multiple sites and projects.
- Strong cultural and political sensitivity and awareness, with the ability to deal with confidential information.
- Problem-solving and critical-thinking skills.
- Knowledgeable of trauma-informed practices.
- Commitment to actively uphold and consistently practice personal diversity, inclusion, cultural awareness, and sensitivity approaches in the workplace.
- A commitment to workplace safety.
- Proficiency with Case Management databases and MS Office products (Word, Excel, PowerPoint, and Outlook).
- Must be reliable.

WHAT WE HAVE TO OFFER YOU

- The opportunity to work with a non-profit Indigenous organization.
- Helping to make a difference in the lives of Métis and other Indigenous peoples .
- Competitive compensation and comprehensive benefits plan including: life insurance, disability, health and dental.
- Generous vacation time
- Personal time off days
- Employer matching RRSP
- Personal development

HOW TO APPLY

Applicants should send a resumé and cover letter outlining how they meet the specific requirements of the position by email to: hr@metiscapital.ca or by Fax: 587-855-6470. While we sincerely appreciate all applications, only those candidates selected for an interview will be contacted.