



**DURHAM REGION NON-PROFIT HOUSING CORPORATION**  
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DRNPHC is in the people business and believe housing is a human right! We make lives better every day by providing affordable rental housing at our 18 properties throughout the Durham Region. Our property complexes, with a mix of apartment buildings and townhomes, help us to meet the needs of Durham Region's diverse population.

We are growing our 1,200-unit portfolio through innovation and the expertise of a solid team of employees who passionately care about making a positive impact each and every day

### **JOB OVERVIEW**

As a member of the Durham Region Non-Profit Housing Corporation's (DRNPHC) senior management team, the **Director, Facility Operations** is accountable directly to the Chief Executive Officer.

In support of the 10-Year Sustainability Strategy, the Director is responsible for the management of the facilities operations that improves the functionality, safety, and sustainability of buildings, grounds, infrastructure, and real estate as well as establishing and executing the Corporation's long-term strategic facility management plan. The Director will also secure funding from available grant and funding streams; assure compliance with all applicable legislation; and ensure the safety and quality of life for tenants.

The **Director, Facility Operations** enjoys working with people in an ever-changing not-for-profit environment. This position is privy to the strategic business and operational plans, the financial performance goals, business objectives and results. Strictest adherence to all corporate policies and procedures including the governing confidentiality, privacy, conflict of interest and intellectual proprietorship is expected of this position.

### **CORE DUTIES AND RESPONSIBILITIES**

#### **Oversee the total housing portfolio of properties and support the people who use them.**

- Take a long-term view of the portfolio to meet strategic objectives of the organization and optimize portfolio value
- Working knowledge of building systems, structure, interiors, exteriors, and grounds so the facility and all of its required systems function efficiently, reliably, safely, securely, and in a manner consistent with existing regulations and standards
- Ensure the facility's infrastructure, and how it is used and managed, provides a satisfactory and productive work environment, complies with laws and regulations, meets financial performance goals, reflects efficient service and costs, and protects the surrounding community and environment.
- Ensures all elements of the infrastructure are serviced regularly so it operates safely
- Work is estimated, planned, coordinated, scheduled, executed, tracked and measured to facilitate communication between stakeholders and provide safe spaces
- Take steps to protect the facilities and the tenants while supporting organizational effectiveness and minimizing risks and liabilities
- Responsible for emergency preparedness plans, facility resilience and business continuity plans
- Identification of potential hazards or threats and mitigating them
- Plan and implement the use of technologies that support the day-to-day functions, collect and verify data, secure confidential information

### **Project Management**

- In conjunction with the Chief Executive Officer and Senior Management team, establish project objectives, policies, procedures and performance standards within boundaries of the Corporation policy and contract specifications.
- Work closely with Maintenance, Property Management and Superintendents with respect to project execution.
- Control and produce the deliverables to meet the project's scope and objectives as stated in the project management plan.
- Build relationships with suppliers and vendors to optimize costs across divisions and sites
- Final authorization of all change order pricing and documentation for capital projects
- Prepare progress reports and issue progress schedules to the CEO

### **Leadership**

- Align the facility portfolio with the demand organization's missions and available resources and be innovative to move forward with staff and processes
- Set KPI's on performance of core duties and responsibilities of the team, eg. Tenant engagement, maintenance, etc.
- Support day-to-day operations and service delivery, guide the performance of job tasks of staff and contractors
- Build the team to ensure adequate staffing levels in both unionized and non-union environments
- Create a communications strategy to influence the opinions, actions, and decisions of stakeholders
- Represent the Corporation at local, provincial and national meetings as requested
- Represent the Corporation in client and construction project meetings
- Promote favourable labour relations, lead and participate in Labour Management Meetings

### **Financial**

- Oversee aspects of the whole organization that represent both significant financial investment in technology, buildings, structures, interiors, exteriors and grounds and considerable operational expense.
- Manage and administer all departmental financial responsibilities and obligations in order to ensure that the Corporation is operating within established financial legislation, terms and conditions to ensure long-term viability of the organization.
- Access other funding opportunities and prepare proposals for funding
- Prepare and submit construction project budget estimates as required
- Manage and administer accounts and reserve funds
- Establish and maintain internal financial controls
- Analyze financial reports and conduct financial analysis
- Assist with completion of audits and follow up on Auditor's recommendations
- Participate in development, forecasting and monitoring of capital and operating budgets and present to CEO and Board for approval
- Prepare sub-contracts and negotiate revisions, changes and additions to contractual agreements with consultants, clients, suppliers and subcontractors

### **QUALIFICATIONS**

The person in this role will have a background or combination of experience in Engineering, Building Science, Construction Management, Facilities, Property Management, Project

Management or related area.

- Minimum 8-10 years of experience in facilities and/or capital asset management
- Expert knowledge of Architectural, Structural, Mechanical and Electrical Systems and building envelope (their interaction, life cycle and performance indicators)
- Accredited by the IFMA preferred
- Experience and knowledge about the social housing sector is an asset.
- Knowledge of the relevant legislation including the *Construction Lien Act*, *Ontario Building Code*, *National and Ontario Electrical Code*, Ministry of Labour regulations, Fire Code, *Ontario Fire Marshals Act*, CSA Standards, *Residential Tenancies Act* (related to maintenance/renovation, buildings systems and capital planning) and the industry standard for steel, concrete, masonry, timber, electrical and mechanical work
- Experience with public procurement of goods and services
- Excellent communication skills, both oral and written
- Proven ability to problem-solve and resolve conflict
- Sound judgement and critical thinking are required
- Effective oral and written communication skills.
- Able to work independently and as a member of a team
- Fluency in other languages considered a major asset
- Ability to embrace and promote diversity
- Valid driver's license, reliable vehicle and adequate insurance
- Satisfactory Police Security Clearance for Vulnerable Sector

#### **HOW TO APPLY:**

Please visit the 'About Us' section of our website for more information.

[www.durham-housing.com/](http://www.durham-housing.com/)

*As an employer, Durham Region Non-Profit Housing Corporation is committed to build an organization that reflects the diversity of our tenants and communities we serve. We encourage applications from qualified individuals who represent diverse communities.*

*Accommodation for a disability will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests for the application, interview or selection process known in advance by contacting Human Resources.*

**Please submit your resume and cover letter (as one document) as soon as possible to:**

Human Resources

Email: [careers@durham-housing.com](mailto:careers@durham-housing.com) Fax: 905-436-5361

Durham Region Non-Profit Housing Corporation

28A Albert Street, Oshawa, ON L1H 8SC

**Please quote the job posting number (JP22-11) in the subject line with your submission; consideration will be given as applications are received.**