

Position Title: Senior Manager, Policy, Governance, Compliance, and Risk

Company: Ottawa Community Housing

Location: City, Province: Ottawa, Ontario

Application Deadline: March 29, 2024

Position Overview:

Who we are:

Ottawa Community Housing Corporation (OCHC) is the largest community housing provider in Ottawa and the second largest in Ontario. We are a non-profit organization providing social and affordable housing to more than 32,000 tenants within various communities. We aim to be a leader at providing safe and affordable homes to tenants in our communities in the City of Ottawa.

OCHC has been recognized as one of the **National Capital Region's Top Employers for six years in a row** due to its innovative and proactive programs on diversity, equity, and inclusion, employee health and wellness and corporate culture.

OCHC is committed to creating equal opportunities for all employees and celebrates the diversity of its workplace as it mirrors the diverse communities within our beautiful city. By working together, we foster the growth of our team as well as the communities we serve.

WE ARE PROUD BECAUSE EVERY DAY WE MAKE A DIFFERENCE!

What we offer:

Being an employee of OCHC you will have the chance to **make a positive impact where it matters** and help **your** community in more than one way! On top of that, you will have

access to a **comprehensive and competitive compensation & benefits package, flexible work options, professional development, health & wellness programs and more!**

What we seek:

OCH is currently seeking a dedicated Senior Manager, Policy, Governance, Compliance, and Risk. Under the guidance of Director, Legal Services, the Senior Manager, Policy, Governance, Compliance and Risk provides leadership, oversight and support to the organization regarding overall governance practices including board and committee governance, corporate policy development, risk management, internal audit, as well as ensuring the corporation's compliance with relevant laws, regulations, industry standards, and internal policies and procedures.

Senior Manager, Policy, Governance, Compliance, and Risk, with OCHC:

As the Senior Manager, Policy, Governance, Compliance, and Risk, you will work with leaders and stakeholders across the organization to develop and promote effective governance practices, policies, service delivery, effective risk management, and compliance practices, as well as develop and implement evaluation methodologies and performance measurement approaches that assess and report on success in all areas of responsibility. The Senior Manager oversees the effective and efficient operation of area of responsibility, including managing financial resources, adhering to targets and providing overall supervision and direction to assigned staff.

As a Senior Manager, Policy, Governance, Compliance, and Risk, some of the things you will do include:

Develops and maintains corporate policies, procedures, and standards.

- Manages the development, tracking, and maintenance of corporate policies.
 - Maintains corporate governance records.
- Leads effective board governance, including recruitment and ongoing learning.
- Stays abreast of emerging trends and developments in governance, risk management, and compliance practices.
- Supports communication and engagement on corporate governance and compliance issues.
- Guides and recommends up-to-date corporate governance, compliance practices, and trends.
 - Works with leaders to improve performance in all areas of responsibility and promote and support innovation and continuous improvement.
 - Monitor and ensure that the organization is in compliance with applicable laws, regulations, and industry standards, internal policies, procedures, standards.
 - Leads the Enterprise Risk Management Program and develops and implements risk management processes to identify, assess, and mitigate potential risks across all aspects of the organization.
 - Provide guidance and support to departmental managers on risk management best practices, compliance requirements, and internal control procedures .

- Oversee and administer the organization's Integrity Policy and all reporting requirements.
- Develop and deliver governance, risk management and compliance training.
- Manages the internal audit function.
- Prepare and present governance reports, risk assessment reports, integrity policy reports, compliance reports, and internal audit reports/ findings to senior management and governance teams as required.

People Management

- Provides leadership and overall management of staff within areas of responsibility, including assigning, monitoring, and evaluating work; setting work plans, priorities, and expectations; coaching, developing, and motivating staff; and ensuring effective service delivery.
- Identifies, plans for, and manages human resources needs for assigned areas of responsibility, including hiring, termination, discipline, investigations, and grievances.
- Manages the effective and efficient operation of areas of responsibility, monitoring and reporting on adherence to targets and performance indicators and driving continuous improvement.

Internal / External Accountabilities

- Provides strategic and expert advice, consultation and guidance, and integrates a business perspective in support of corporate decision making.
- Guides and recommends on up to date practices and trends, efficiencies and best practices in areas of responsibility.
- Prepares budgets, monitors expenditures, ensures the timely validation and approval of expenses, and ensures costs are controlled.
- Ensures the timely investigation, response to, and documentation of all workplace incidents.
- Ensures that own work and the work of all staff aligns with OCH values, interests, plans, and objectives.
- Ensures that own work and the work of all employees is carried out in accordance with applicable health, safety, and privacy legislation, policies and procedures, and all other legislation, policies, and procedures relevant to the area of work.

As a Senior Manager, Policy, Governance, Compliance, and Risk, you can look forward

to:

- A hybrid workplace with unique and ever-changing work tasks every new day
- Opportunities for growth and career development
- Using your expertise to help bring positive changes to communities that need it the most

What you bring:

Education & Experience:

A typical candidate will have the following qualifications and experience. Exceptional candidates with different qualifications will be considered at the discretion of the employer if demonstrated experience, knowledge, and ability warrant.

- A minimum of at least 6-8 years experience as a management professional responsible for governance, risk and compliance in a medium or large corporation or not-for-profit organization.
- Relevant university degree and professional experience, training, and designations to demonstrate an expertise in governance, compliance, and risk management.
- Experience managing a team is required; experience managing in a unionized environment is preferred.
- A Canadian Risk Management (CRM) or Chartered Insurance Professional (CIP) designation is an asset. A GPC or equivalent designation is an asset.
- Extensive knowledge of governance models and practices, particularly in not-for-profit organizations.
- Strong understanding of policy development and framework establishment.
- Demonstrated experience managing internal audit processes.
- Excellent analytical and problem-solving skills for risk assessment and mitigation strategies.
- Knowledge of performance measurement and management.
- Understanding of organizational effectiveness, improvement, and change management.

- Familiarity with social housing, asset management, residential construction, and community development, municipal and broader public sector housing services.
 - Knowledge of Word, Excel, PowerPoint, Outlook, database applications and other standard corporate software and proficiency in risk management software and systems.
- Exceptional attention to detail and strong organizational skills.
- Excellent written and verbal communication skills, with the ability to effectively communicate complex concepts to both technical and non-technical stakeholders.
 - Understanding of the values, vision and mission of Ottawa Community Housing and a commitment to support those objectives.
 - Knowledge of applicable health and safety legislation, including the rights and responsibilities of workers and supervisors.
 - Must be familiar with all applicable statutory requirements, policies, procedures and guidelines relevant to area of work.

Skills and abilities:

- Effective negotiations and conflict resolution skills.
- Strong analytical and research abilities and strategic thinking in order to define complex problems, recommend solutions and translate broad policy directions into succinct and concrete procedures for implementation by staff at all levels.
- Ability to function effectively in a team environment within and across divisions, levels and operational sectors of the organization to resolve issues.

- Strong presentation skills to ensure effective communication of governance and management issues.
- Excellent planning skills including the ability to manage competing priorities and meet deadlines.
- Effective written and oral communication skills to convey complex requirements so that they are understood by diverse audiences.
- Proficient in the use of information technology such as mobile devices and computer systems in the performance of work.
- Strategic thinking and capacity to undertake long term planning.
- Understanding of the values and objectives of a social housing organization and commitment to support those objectives.
- Demonstrated ability to apply project management methods and practices.
- Ability to quickly build trust and facilitate work groups through process improvement initiatives.
- Oral fluency and reading and writing abilities in English is required.
- Oral fluency and reading and writing abilities in French is an asset.

Other requirements:

- Satisfactory Criminal Records Check.
- Valid “G” driver’s license or equivalent and use of a vehicle for business purposes.
- Ability to work outside of regular business hours, as required based on operational and emerging issues.

Work conditions:

This is a full-time, hybrid position with on-site attendance as required.

OCH is committed to providing accommodations for people with disabilities. If you require an accommodation, please notify Human Resources and we will work with you to jointly address your needs.

Apply now!

Contact Details: Apply through the OCH website at <https://www.och-lco.ca>