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**Position:** Staff Development Manager

**Reports to:** General Manager

**Accountability:** The staff development manager is responsible for developing, maintaining and tracking the delivery of staff development solutions that support a culture of high performance and continuous improvement. The role plays an integral role in achieving an environment where staff development and ongoing learning is embedded in COHO's everyday operations.

**Organization:** COHO Management Services Society (COHO) is a non-profit property management company whose purpose is to promote and provide sound management support services for non-profit co-op homes. We aspire to preserve affordable housing for current and future generations with a focus on good governance and sound property and asset management.

COHO is a wholly owned subsidiary of the Co-operative Housing Federation of BC (CHF BC) which is a member-driven organization that is the go-to hub for all things related to co-operative housing. We work in collaboration with CHF BC and other community housing sector partners to undertake activities that are aligned with our vision to create a community of permanently affordable co-op homes. Our current property management portfolio includes over 5,600 co-operative homes.

## Key Responsibilities/Functions

The staff development manager is a resourceful professional responsible for:

### *Onboarding*

- Working closely with HR to facilitate and coordinate the onboarding process adhering to best practices
- Facilitating the creation of training plans and documentation of work tasks, and client assignment with a high level of detail for new employees
- Monitoring and administering new employee training to achieve quality and productivity
- Maintaining and updating a curriculum of training activities and records for new employees
- Deploying fair evaluation systems for employees during their probation period with a goal to ensure consistency in the delivery of COHO's services

### *Training Program Development*

- Keeping the content of the training program current and relevant for new and existing staff
- Conducting, at least annually, a needs analysis to define the scope and parameters of the training program and to ensure that they align with needs of COHO staff and their clients
- Partnering with COHO's team leaders, CHF BC, the Community Land Trust and other subject matter experts to create and deploy appropriate content and reinforce the culture of the group of societies
- Resolving problems in employee performance by being proactive and making necessary adjustments to the training program to achieve successful results
- Building the training and development program in multiple formats and on varied platforms to achieve maximum quality and productivity
- Maintaining alliances and participating in sector activities to advance the vision and mission of the CHF BC group of subsidiaries
- Collaborating with the operations team in new client start up and staff/client reassignments to ensure successful transitioning

### *Performance Development and Team Building*

- Working closely with HR to lead the creation and implementation of a comprehensive staff performance evaluation framework that supports a positive employee experience
- Building on the existing knowledge base of staff and a variety of stakeholders to activate a culture of learning and sharing of experiences
- Supporting teams in their integration of practices that contribute to an improved service delivery platform
- Monitoring and providing feedback on the performance of program coordinators and field operations staff
- Working closely with the operations team to implement effective strategies with the goal to improve the client and employee experience

## **Knowledge and Experience**

- Post-secondary degree or diploma in adult education, community development or a related field, or equivalent experience
- 5-7 years' exposure in the co-op housing sector (working, living or volunteering) or in other co-op enterprises
- Extensive knowledge of housing co-op governance and management
- Knowledge of principles and practice of adult education programs, techniques and delivery models
- Working knowledge of the *Cooperative Association Act*, federal, provincial and municipal housing programs and related statutes and regulations
- Knowledge of best practices in property and asset management
- A minimum of 5 years experience in building operations and property management of residential properties
- Demonstrated knowledge and experience working with a full range of co-op and other affordable housing program operating agreements

## Skills and Abilities

- Strong analytical and project management skills with a proven ability to meet deadlines and lead multiple projects simultaneously
- Strong presentation and communication skills (verbal and written)
- Computer literacy with extensive software proficiency covering a wide variety of applications
- Ability to take initiative, make independent judgement/decisions
- Demonstrated ability to anticipate future trends/consequences and create innovative strategies and flexible plans
- Ability to approach duties with integrity and fairness combined with the flexibility and courage to shift direction and experiment with new initiatives
- Has a passion for learning; creating and managing learning content
- Has an outgoing personality with the ability to develop meaningful relationships with a variety of people

## Working Conditions

- Travel is required in the lower mainland and Vancouver Island
- Ability to attend evening events both on the mainland and on Vancouver Island is mandatory
- Ability to meet intensive and changing deadlines
- Ability to interact with board members

## Hours of Work

This is a full-time position. Hours will be flexible subject to COHO's operating requirements. Additional hours are a normal feature of work in this professional position and your salary is set at a level to reflect the fact that overtime hours are not specifically compensated. Your schedule will be agreed upon by the General Manager

## Scope of Authority

- Evaluates the performance of staff
- Approves overtime and vacation requests
- Manages the delivery of training and development and performance improvement plans
- Assists in the development of operating plans and budgets in cooperation with the COHO management team
- Exercises additional authorities as approved by the General Manager