



Norfolk Housing Association

Organizational Chart

- Overall governance of society
- Accountability to membership
- Act as community champions
- Hire/Manage ED

Board of Directors

- Governance & board relations
- Leadership & visioning
- Strategic planning & policy management
- Operational planning & facility management
- Human resources leadership
- Financial planning
- Risk management
- Communication & community relations

Executive Director

- Ongoing maintenance, inspection & compliance
- Capital upgrade coordination & project management
- Emergency & business continuity planning
- Record & information management
- Daily facility management
- Policy development

Maintenance Lead

- Facility management & oversight
- Financial reporting & operations
- Human resources management & administration
- Program management & service delivery oversight
- Operations staff leadership

Operations Lead

- Strategic communications plan development & implementation
- Manage all external communications including web & social media
- Community & stakeholder engagement
- Event planning & coordination
- Board support
- Program management

Stakeholder Relations Lead

- Daily maintenance
- Capital project support
- Special events support
- Inventory management
- Facility cleaning/upkeep

Maintenance Assistant

- Board/governance support
- Reception & resident relations
- Daily office admin
- ED support/admin

Office Administrator

- Leasing & resident relations
- Program administration
- Partnership development (resident support) for intake
- Operations administration

Housing Administrator

- Daily office reception and admin
- Support the operations manager and housing administrator in various tasks
- Support communications initiatives under the direction of the Stakeholder Lead
- Support ED as required
- Events planning & support

Administrative Assistant