

CITY OF HAMILTON

CITYHOUSING HAMILTON

(CITYHOUSING HAMILTON – PARTNERSHIP DEVELOPMENT & SUPPORT SERVICES - LOCATION – 55 HESS ST. S.)

MANAGER, PARTNERSHIP DEVELOPMENT & SUPPORT SERVICES

SUMMARY OF DUTIES

Reporting to the CEO, CityHousing Hamilton (CHH), the Manager, Partnership Development & Support Services is responsible for the delivery of Partnership Development, Tenant Engagement and Support Services to a multi-faceted housing portfolio (7,100 units) by planning, developing and delivering tenant engagement and support services for CHH through a multidisciplinary team including Tenant Support Workers, a Partnership Development Advisor and a Partnership Co-ordinator. This includes leading, co-ordinating and managing procedures and ensuring compliance with legislative requirements related to the delivery and coordination of these programs and services.

GENERAL DUTIES

Lead, oversee and be accountable for the day to day operations of the Partnership Development & Support Services team including maximizing the utilization of human resources through prioritization and delegation of workload, analysis demographics and portfolio characteristics to ensure equitable workload, coaching, monitoring and evaluating individual performance as well as the effectiveness of the section's goals to maintain and improve service.

Advise TSWs and confer across departments to address and resolve complex tenancy issues.

Develop, implement, and monitor an operational plan that includes goals, objectives and performance indicators for organizational units, and prepare reports as required. Seek out best practices and establish benchmarks to optimize the delivery of service (i.e. standardized TSW practices, impactful tenant engagement events feasible partnerships).

Contribute to the development of divisional goals, objectives, strategic and annual work plans in alignment with departmental and corporate plans.

Participate in budgetary process by projecting and maintaining costs associated with organizational unit responsibility areas.

Identify training needs; develop and implement annual training plans to address skills gaps and build the capacity of the staff team.

Work with key stakeholders including tenants, CHH staff, and organizational partners on the development and evolution of programs and services. Seek out new opportunities for tenant engagement and programming. Build positive relationships with external individuals and groups who will contribute to the well-being and life enrichment of CHH tenants.

Work with senior managers across CHH departments (Operations, Tenancy Administration) to: ensure communication and collaboration on frontline service improvement strategies, review and approve or deny all internal transfer requests and unit modification requests.

Support tenants and tenant's groups to ensure tenants' views are a constitutive part of the process of developing monitoring and evaluating tenant engagement.

Ensure the provision of high quality service for all tenants by working collaboratively with relevant stakeholders and by establishing standards of service in keeping with CHH vision and values.

Liaise with and coordinate community partners providing support services to CHH tenants on site such as medical practitioners and Ontario Works, ODSP, Catholic Family Services etc.

Serve as a liaison with community agencies and committees in order to co-ordinate planning efforts to meet the needs of tenants. Through leadership, collaboration and negotiation with CHH's Partnership Development Advisor, community stakeholders and agency partners provide oversight to the development and implementation of feasible partnerships and projects.

Ensure effective and consistent service delivery relative to current policy and procedures, changing conditions, demands, and regulations.

Responsible for preparing and presenting reports on own areas of performance or other reports, as may from time to time be required or specifically requested.

Undertake research/specialist project work when required in relation to tenant information, consultation and participation structures.

Encourage the formation of tenant involvement structures, including tenant management organizations and other forms of tenant participation, in line with the needs and aspirations of particular communities.

Investigate funding possibilities including independent and external resources; support and empower groups to access external funding and other tenants' initiatives.

Represents the Division in Labour Relations issues including participating in Labour/Management meetings, assisting in negotiations for collective agreements, negotiates grievance settlements, interviews and appoints applicants to staff vacancies.

Maintain awareness of pertinent legislation and ensure compliance with legislation and associated regulations, such as the Housing Services Act, Residential Tenancies Act, Access to Housing guidelines, Ontario Building Code, Fire Code, Occupational Health and Safety Act, Hamilton Building Codes, Ontario Human Rights Code, Ontarians Disability Act, Employment Standards Act, Privacy and Confidential Acts.

Participate as a member on various Housing and related Community Committees as required to achieve goals.

Act on behalf of the CEO as delegated.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the responsibilities of this position.

QUALIFICATIONS

1. Understanding of legislation governing the delivery of social housing as well as landlord issues normally acquired by attaining a University Degree or College Diploma in Social Service or an equivalent combination of education and relevant business experience.
2. Previous experience working with tenants, community organizations, non-profit agencies, businesses, volunteers, and other key stakeholders on community initiatives.
3. Ability to build and manage partnerships in complex and changing environments with individuals and groups.
4. Demonstrated related field work experience with an emphasis on management and supervisory experience, tenant engagement, and housing support program development.

5. Strong interpersonal skills including the ability to establish and build effective relationships with staff, cross functional corporate teams, partner organizations, community based organizations, and voluntary groups; ability to liaise effectively with the public and elected officials.
6. Successful track record in developing and executing creative, responsive tenant engagement strategies and programs.
7. Excellent oral and written communication skills required to relate to tenants, staff and to prepare concise reports, summaries, and presentations.
8. Excellent time management skills required to effectively manage staff and respond to a high volume of work on an on-going basis.
9. Demonstrated knowledge in tenant engagement, tenant eviction, eviction prevention and support services.
10. Excellent research, planning, evaluation and report writing skills.
11. Demonstrated knowledge/understanding of the Residential Tenancies Act, 2006, Housing Services Act, 2011, Pesticide Act and Ontario Regulation 63/09.
12. Demonstrated experience in social issues to support staff effectively in problem solving difficult situations.
13. Working knowledge of computer software applications (Microsoft Office, Word, Excel, and database software). Knowledge of Northgate considered an asset.
14. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
15. Must possess a valid Class "G" Drivers Licence
16. Provision of a care by the individual for use on the job

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
