

CITY OF HAMILTON

CITYHOUSING HAMILTON (LOCATION – 55 HESS STREET SOUTH, 23RD FLOOR)

CHIEF EXECUTIVE OFFICER (CEO), CITY HOUSING HAMILTON

SUMMARY OF DUTIES:

Reporting to the Board of Directors of CityHousing Hamilton, provides leadership and support to the Board which is comprised of five municipal councillors and four members of the public. The CEO is responsible for directing the operations of City Housing Hamilton, including tenant placement, property management, tenant relations, operational maintenance, capital asset planning and the development of new affordable housing for all properties owned by City Housing Hamilton; ensuring proper fiscal management of financial resources including business and budget planning, in addition to directing the development and application of sound business and administrative practices.

GENERAL DUTIES:

Directs the operations of City Housing Hamilton including finance and performance measurement, tenant placement, property management, maintenance and community relations activities, establishes targets and priorities to maximize unit occupancy and rent collection; provides safe and secure housing communities; promotes positive tenant/management relations; ensures compliance with established legislation, policies and procedures; and manages the Corporation's conduct in relation to the *Residential Tenancies Act* and its appearances at the Landlord and Tenant Board.

Directs the governance requirements of City Housing Hamilton as per the *Ontario Business Corporations Act*, ensuring that annual reporting is completed, appropriate reporting to the Board occurs and the requirements are met under the *Social Housing Reform Act*.

Develops goals and objectives and initiates projects related to housing policy. Recommends broad policies and long range strategies in the delivery of housing services to meet mandated goals and objectives.

Ensures consistent, high standards of maintenance are applied throughout each housing community and ensures the establishment of ongoing preventive maintenance and inspection priorities and plans, in order to monitor overall compliance with established standards, legislation, policies and procedures.

Development of new affordable housing in partnership with the City of Hamilton Director of Social Housing and Homelessness, as well as establish partnerships to maximize affordable housing options for the citizens of Hamilton.

Accountable for establishing and achieving Divisional goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practice" approach in developing and delivering quality services in a timely and cost effective manner.

Directs staff in identifying and developing priorities in property management systems.

Develops short/long-term plans that consider building/community needs and tenant relations balanced against fiscal and legal responsibilities.

Directs the strategic planning, priority setting and implementation for City Housing Hamilton.

Develops the City Housing Hamilton business plan including establishing key performance indicators, goals, objectives and priorities; determines administrative strategies and ensures human resources capacity to meet known and projected business requirements.

Ensures the implementation and consistent application of sound financial management and administrative practices and ensures that revenue generation opportunities are maximized.

Ensures the effective delivery of programs including Residential Rehabilitation Assistance Program (RRAP), infrastructure, and other provincial or federal affordable housing programs.

Oversees the development of annual operating/capital budgets.

Responsible for the development and administration of existing and new capital projects.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Ensures compliance with Provincial and Federal statutes and regulations and Municipal by-laws and policies.

Responds to various Corporate, community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Provides professional consultation, including reports, to Council and its Committees.

Prepares, negotiates and obtains Federal and Provincial approvals of annual operations and capital budgets.

Develops appropriate evaluation tools to measure staff performance and establish monitoring and reviewing devices to determine strengths and needs of staff and identifying goal setting measures to maintain optimal performance levels.

Prepares and/or supervises the preparation of briefing materials, committee reports, background papers and submissions on tenant relations, operation and maintenance of the housing communities.

Leads a team of professional and administrative staff to promote a high level of performance.

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

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

QUALIFICATIONS:

1. Extensive knowledge and experience in the administration of federal, provincial and municipal housing programs normally acquired through the completion of a Degree in Public or Business Administration, Economics, Urban, Social Planning or Social Sciences or an equivalent combination of education and relevant work experience.
2. Extensive senior management experience in a multi stakeholder environment.
3. Proven ability to foster staff and organizational development towards excellence in the delivery of homelessness and housing programs. Demonstrated ability to look for creative solutions based on best practice.
4. Proven ability to function as a member of a leadership team.

5. Progressively responsible experience in the housing field and/or homelessness, including program planning, evaluation, policy development and promotion.
6. Demonstrated competency to manage a large multi-disciplinary staff, preferable in a unionized environment, utilizing pro-active management skills.
7. Demonstrated financial management skills in developing, implementing and monitoring division budgets.
8. Highly developed analytical and business planning skills with a proven track record for long-term visioning and strategic planning.
9. Excellent interpersonal skills and ability to deal with elected officials, government departments, all levels of management, staff and the general public.
10. Excellent communication skills, both verbal and written.
11. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
12. Excellent analytical and problem-solving skills.
13. Highly effective facilitation and presentation skills.
14. Demonstrated ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
15. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development, and results orientation.
16. Possess a high level of personal integrity and sound judgement.
17. Thorough proven knowledge and understanding of the *Social Housing Reform Act*, *Ontario Works Act*, *Ontario Disability Support Program Act* and all other statutes, regulations and by-laws affecting the division/section.
18. Demonstrated knowledge of the *Occupational Health & Safety Act* and applicable regulations as it relates to the position.
19. Demonstrated knowledge of collective bargaining process.
20. Working knowledge of computer software applications.
21. Sound understanding of community development principles and demonstrated ability to work collaboratively to engage the community in system planning.
22. A demonstrated understanding of the determinants of health and the role housing plays in economic and social development.

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