

CITY OF HAMILTON

CITYHOUSING HAMILTON (PARTNERSHIP DEVELOPMENT & SUPPORT SERVICES – LOCATION – TBA)

PARTNERSHIP DEVELOPMENT ADVISOR – CHH

SUMMARY OF DUTIES

Reporting to the Manager, Partnership Development and Support Services, the incumbent is responsible for researching, developing, planning and implementing partnerships that will provide assets, programs and services to CHH that meet the needs of tenants at CityHousing Hamilton. The incumbent will prepare business cases, proposals, reports and presentations to potential partners and funders. The incumbent will contribute by monitoring partnerships and related project progress to ensure quality and timely delivery, reporting on the quality of partnerships, projects, tenant and other stakeholder issues, in accordance with regulatory, corporate and contractual and CHH standards. Promote a tenant-focused culture and focus within the department. Promote teamwork and integration within CityHousing Hamilton, with stakeholders including community partners and learning institutions participating in cross-functional and cross-program initiatives.

GENERAL DUTIES

Researches and participates in the development of strategic initiatives and new partnerships which will achieve the CHH's strategic priorities.

Using a best practices and internal/external benchmarking approach in seeking new innovative/creative methods, systems, research and analysis to support continuous improvement in the delivery of services provided through partnerships with CHH.

Develops, coordinates and reports on the partnership performance measures. Develops and establishes benchmarking to strategically improve effectiveness and efficiency in supporting CHH vulnerable tenants.

Prepares business cases, funding proposals, partnership proposals, written reports and presentations to Manager and relevant stakeholders, recommending outlined preferred courses of action pertaining to Support Services work plan and performance measures.

Develops and delivers quality tenant focused services in a timely and cost-effective manner, using partnership best practices, ensuring that services are delivered in accordance with legislative requirements, City and Provincial guidelines through effective use of financial and partnership resources.

Monitors, reviews and evaluates the effectiveness and performance of the services delivered through partnerships in the Partnership Development & Support Services section and recommends methods of improving deficiencies and continuous improvement outcomes.

Collaborates on the cross-functional teams with other CHH and City staff and stakeholders to clearly define goals and objectives.

Participates in multi-disciplinary teams with both internal and external stakeholders including community partners, emergency and health services, colleges and universities, community foundations, municipal, provincial and federal funding bodies.

Provides creative leadership and direction while promoting teamwork and integration between multi-disciplinary teams comprised of internal staff, volunteers, students and external partners participating in cross-functional initiatives.

Participates in the development and implementation of the Section work plans that includes goals, objectives and performance indicators for projects and section, and monitors and prepare reports and other documentation as required.

Forecasts project work plans and budgets to develop funding proposals to community foundations, ministries and other funding bodies.

Supervises and works collaboratively with Support Services Assistant, including performance management and PAD.

Administers and monitors the budget for services in accordance with established Corporate procedures, ensuring that project expenditures are within budgeted levels.

Liaises with the general public, elected officials, consultants, stakeholders and other level of government on issues relating to the direct responsibilities of this position.

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 Occupational Health and Safety.

Perform other duties as assigned, which are directly related to the normal functions of the job as defined.

QUALIFICATIONS

1. Post-secondary degree/diploma in a related discipline or considerable experience, preferably in a social housing environment.
2. Previous experience in partnership development in a social service delivery environment.
3. Previous experience in designing and delivering tenant and/or seniors focused programs and services.
4. Previous experience project managing multiple, simultaneous projects in the social services sector.
5. Previous experience supervising direct reports.
6. Demonstrated experience of performance measurement and continuous improvement processes in a municipal environment preferred.
7. Excellent analytical, organizational, communication, report writing and presentation skills are required.
8. Possesses a high level of personal integrity with a demonstrated record of operational experience providing work direction related to service delivery.
9. Possess a demonstrated record of innovation/creativity, negotiation, advocacy, delegation and empowerment, participation in cross-functional teams, foster cooperative and collaborative working relationships with staff and stakeholders.
10. Excellent interpersonal skills and demonstrated tact and professionalism and ability to function in a team-based environment.
11. Effective Time Management and prioritization are critical to the success of this position.
12. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff, community agencies, and the general public.
13. Excellent computer skills, in a Windows environment utilizing MS Office software. Extensive, knowledge of spreadsheet and database software. Extensive knowledge of Northgate would be considered an asset.

14. Valid Ontario Class "G" driver's licence with access to reliable vehicle.

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.
