

CITY OF HAMILTON

CITYHOUSING HAMILTON (PARTNERSHIP DEVELOPMENT & SUPPORT SERVICES – RESIDENT SUPPORT SERVICES SECTION – LOCATION – 181 MAIN ST. W.)

PROGRAM COORDINATOR - TENANT SUPPORT

SUMMARY OF DUTIES

Reporting to the Partnership Development Advisor, the Program Coordinator – Tenant Support is responsible for coordinating, monitoring, and implementing community, volunteer and tenant programs. The Program Coordinator – Tenant Support will support the development of social, recreational and educational activities for the benefit of the tenants residing in CityHousing Hamilton.

GENERAL DUTIES

Supports and works collaboratively with the Program Partnership Advisor with community partners, and community organizations in maintaining partnerships to benefit all tenants living in CityHousing Hamilton.

Coordinates and monitors under the direction of the Program Partnership Advisor community programs such as community gardens, tax clinics, tenant lead groups, food programs and flu clinics to ensure standards are adhered to such as risk management standards and community house space.

Responsible to coordinate and maintain working relationships with tenant and/or community volunteers.

Conduct volunteer training sessions and workshops. Assist in developing orientation and training materials.

Responsible for volunteer recruitment, maintaining volunteer agreements, and volunteer budgets.

Responsible to maintain scheduling of community programs, tenant lead groups and volunteers.

Assist with development of material to promote all community programs and tenant lead groups.

Responsible for the distribution of communication and materials to CityHousing buildings.

Tracks progress on the outcomes of community programming and reports to Program Partnership Advisor.

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

QUALIFICATIONS:

1. Previous experience in a social housing or social services setting related to duties listed above normally acquired through a combination of education and work experience.
2. Must have demonstrated front-line experience working in social housing and/or with the vulnerable sector including acute mental health and addictions.
3. Demonstrated experience in recruiting, training and maintaining a group of diverse volunteers.
4. Excellent communication skills. Demonstrated ability to speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
5. Demonstrated ability to train and present to volunteers and community partners.

6. Excellent organization skills with experience in setting goals, priorities and organizing workflow to meet deadlines.
7. Working knowledge of CityHousing Hamilton with an understanding of social housing tenant demographics.
8. Experience in a computerized environment. Intermediate working knowledge of Microsoft Office programs including Word, Excel and PowerPoint.
9. Possession of a valid class G driver's license with clean abstract and access to a vehicle to be used during work.
10. Completion of/or enrolled in volunteer management program considered an asset.

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