

## CITY OF HAMILTON

### CITYHOUSING HAMILTON

### PARTNERSHIP DEVELOPMENT & SUPPORT SERVICES - LOCATION – 181 MAIN ST. W., 1<sup>ST</sup> FLOOR)

### SUPERVISOR, RESIDENT SUPPORT SERVICES

#### SUMMARY OF DUTIES

Reporting to the Manager of Partnership Development and Support Services, the Supervisor will oversee the work of the Resident Engagement and Support Services team, including coordinating work flow, work planning, data interpretation, coaching team and individual performance, resolving escalated issues, and consulting on resident inquires and engagement activities.

#### GENERAL DUTIES

Responsible to oversee the day to day operations of the TESS section including establishing priorities and delegation of duties to staff, ensuring maximum utilization of human resources.

Receive and respond to staff enquiries of a more complex nature and provide direction.

Coach staff to assist with customer service, resident support and engagement concerns utilizing decision making skills.

Co-ordinate and assist with issues and concerns resulting from, but not limited to, arrears, eviction prevention, transfers, eligibility, engagement activities and harder to serve residents that may arise on a day-to-day basis.

Participate and recommend changes on policies, procedures and business processes that may impact CityHousing Hamilton standards of service delivery and/or customer service.

Identify and assist in the ongoing professional development needs of section's staff and students.

Develop and maintain relationships with other community agencies and organizations and attend meetings, when applicable, to ensure cross-training and effectiveness of service delivery and/or customer service.

Review, investigate and monitor councillor inquiries and complaints within timely manner.

Ensure quality and efficient customer service by monitoring complaints, performance measurements and feedback from key stakeholders.

Utilize extensive knowledge of resources to advocate on behalf of residents as required.

Maintain detailed knowledge of housing legislation and current changes to assist in ensuring compliance with legislation, CHH policy and procedures.

Interpret and ensure compliance with the Occupational Health and Safety Act, W.H.M.I.S., applicable provincial/federal Act /Standards and Union Agreements.

Coach and mentor staff through support and guidance for staff development as required.

Responsible for the performance management of staff including motivation and supervision, participate in staff hiring, evaluate staff performance, discipline and complete Performance Accountability and Development for TESS staff.

Represents respective area in labour relations issues including participation in labour management and grievance meetings.

Ensure employees are provided with and use the appropriate equipment, material and procedures required to perform their assigned duties. Ensure that all staff activities are carried out in accordance with legislation and corporate policies and business procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and business procedures.

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 major responsibilities of the job.

### **QUALIFICATIONS**

1. Must be able to demonstrate a level of expertise related to the duties described, with experience in a human, social and customer service field normally acquired through the completion of a Baccalaureate degree in Health or Social Sciences, relevant college diploma or a combination of education and relevant work-related experience.
2. Previous supervisory experience in a unionized environment and within the social services field is considered an asset.
3. Demonstrated leadership skills, with the ability to mentor and coach various levels of employees, including students, new hires, community relation workers and community developers.
4. Demonstrated capacity to understand and interpret applicable legislation for the purpose of communicating updates, educating tenants, and coaching staff. Demonstrated knowledge of the Residential Tenancies Act, 2007, and Housing Services Act, 2011. Must also possess in-depth knowledge of community agencies and related resources.
5. Must possess time management, planning and organizational skills to manage multiple projects and responsibilities. Must also possess highly developed negotiation and conflict resolution skills.
6. The ability to problem solve difficult situations, modeling a clear methodology for assessment and advocacy. This includes excellent customer service skills to de-escalate situations and resolve complex issues with tenants.
7. Must possess excellent public relations and interpersonal skills with the ability to interact and communicate effectively at all organizational levels. This includes excellent communication, facilitation and presentation skills to conduct meetings, and presentations.
8. Proficiency in a computerized office environment, with a demonstrated competency with all Microsoft Office (Word, Excel, Outlook) applications. Previous experience using Northgate as a property management system is considered an asset.